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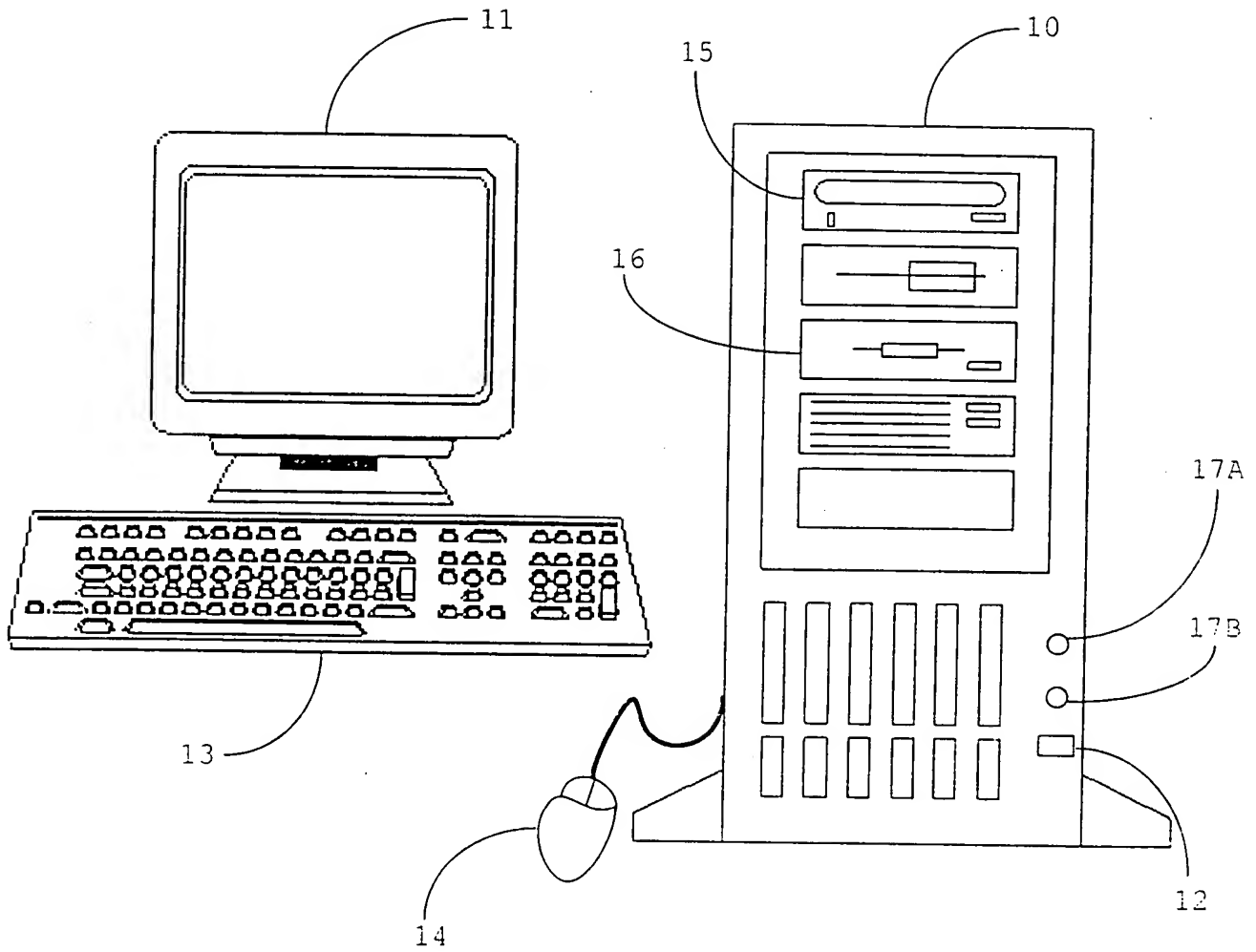


FIGURE 1A

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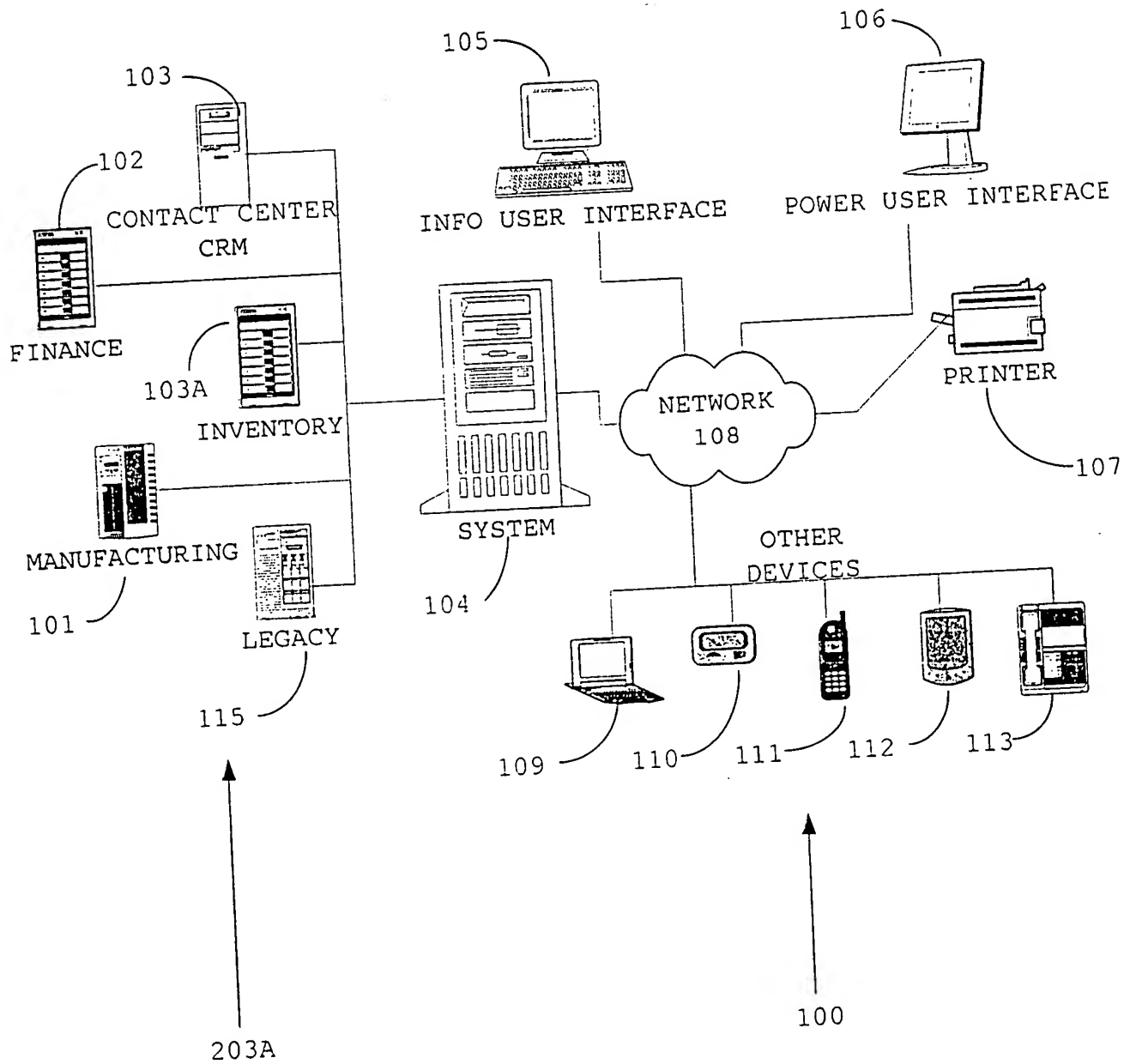


FIGURE 1B

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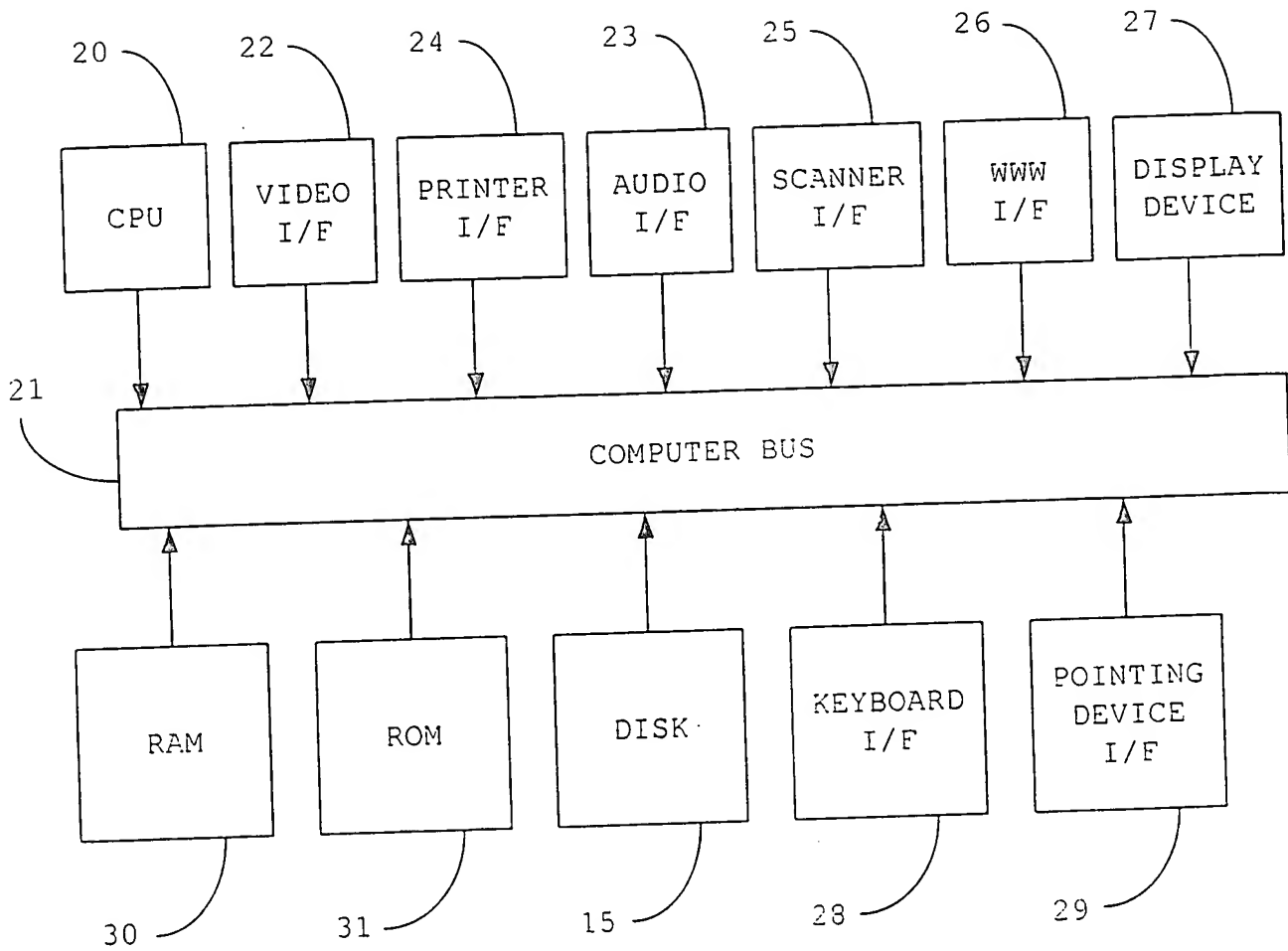


FIGURE 2A

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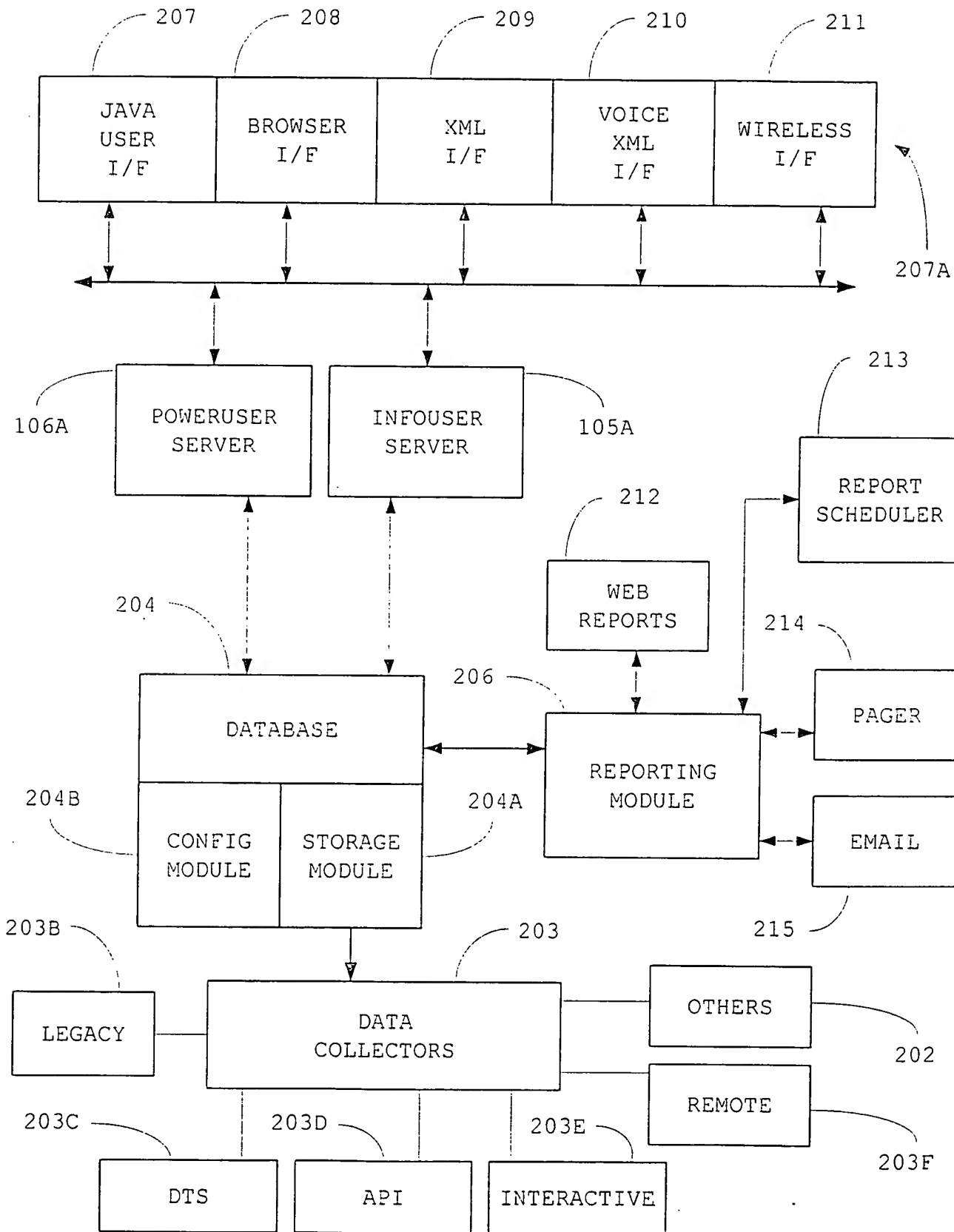


FIGURE 2B

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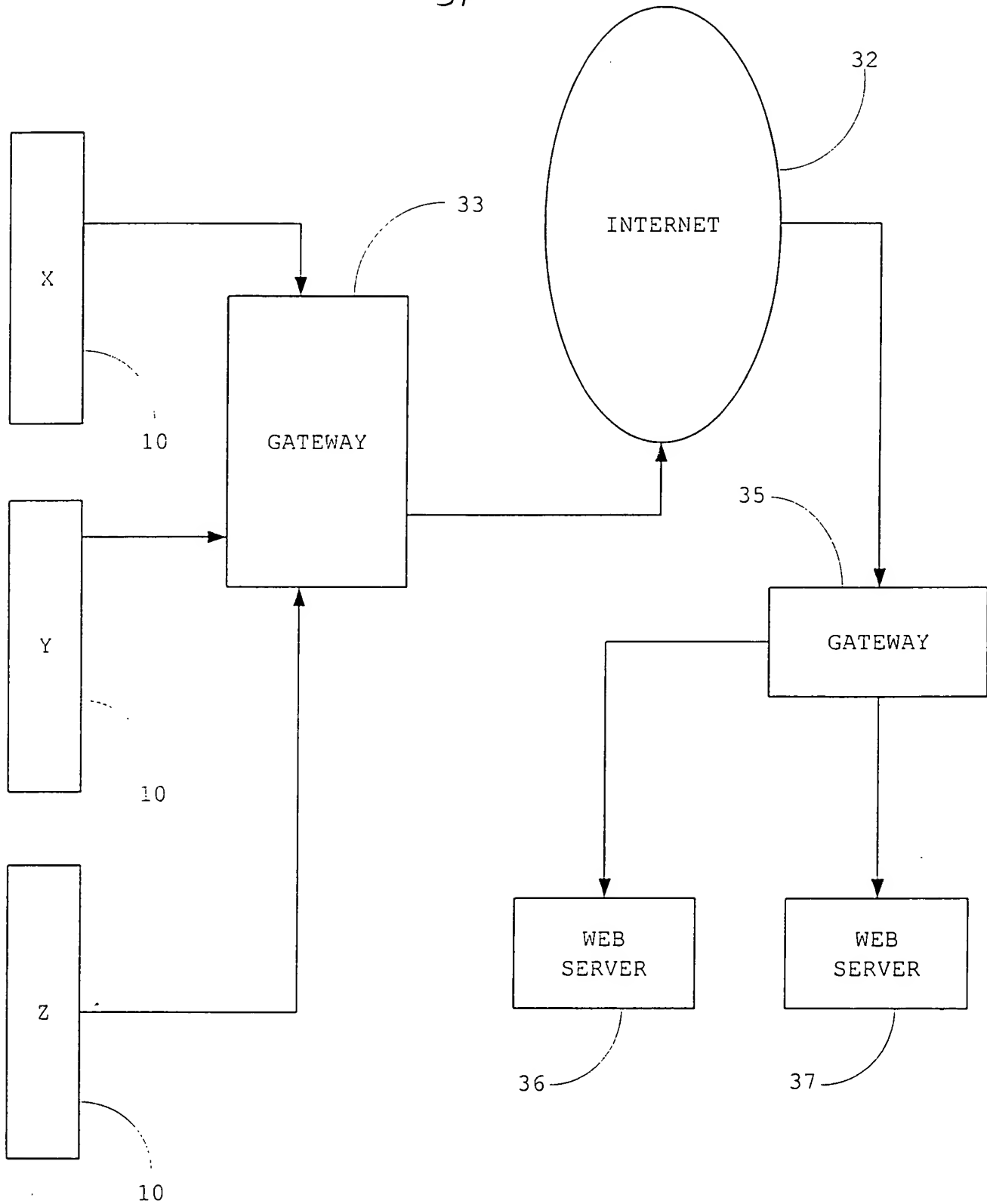


FIGURE 3A

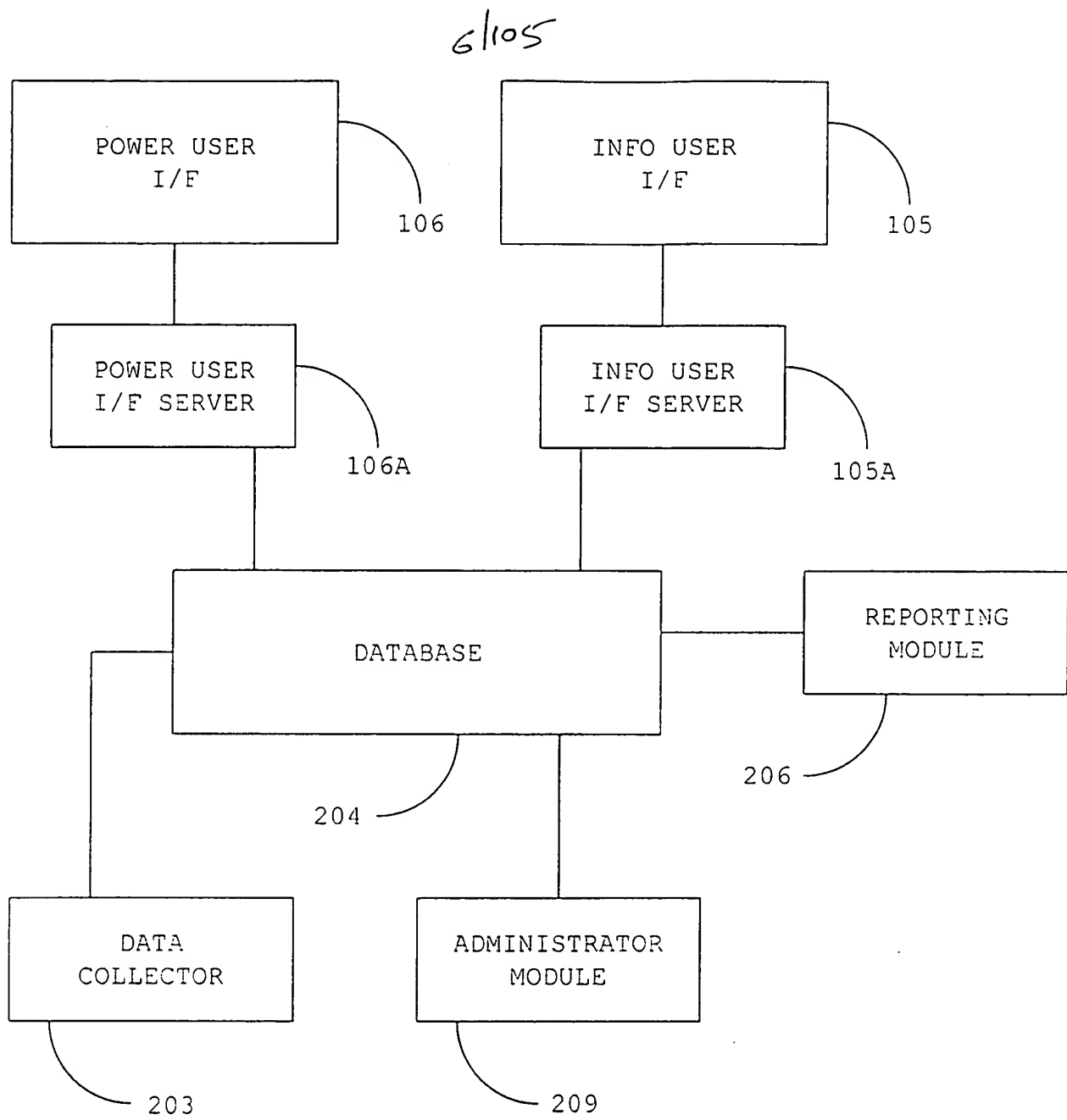


FIGURE 3B

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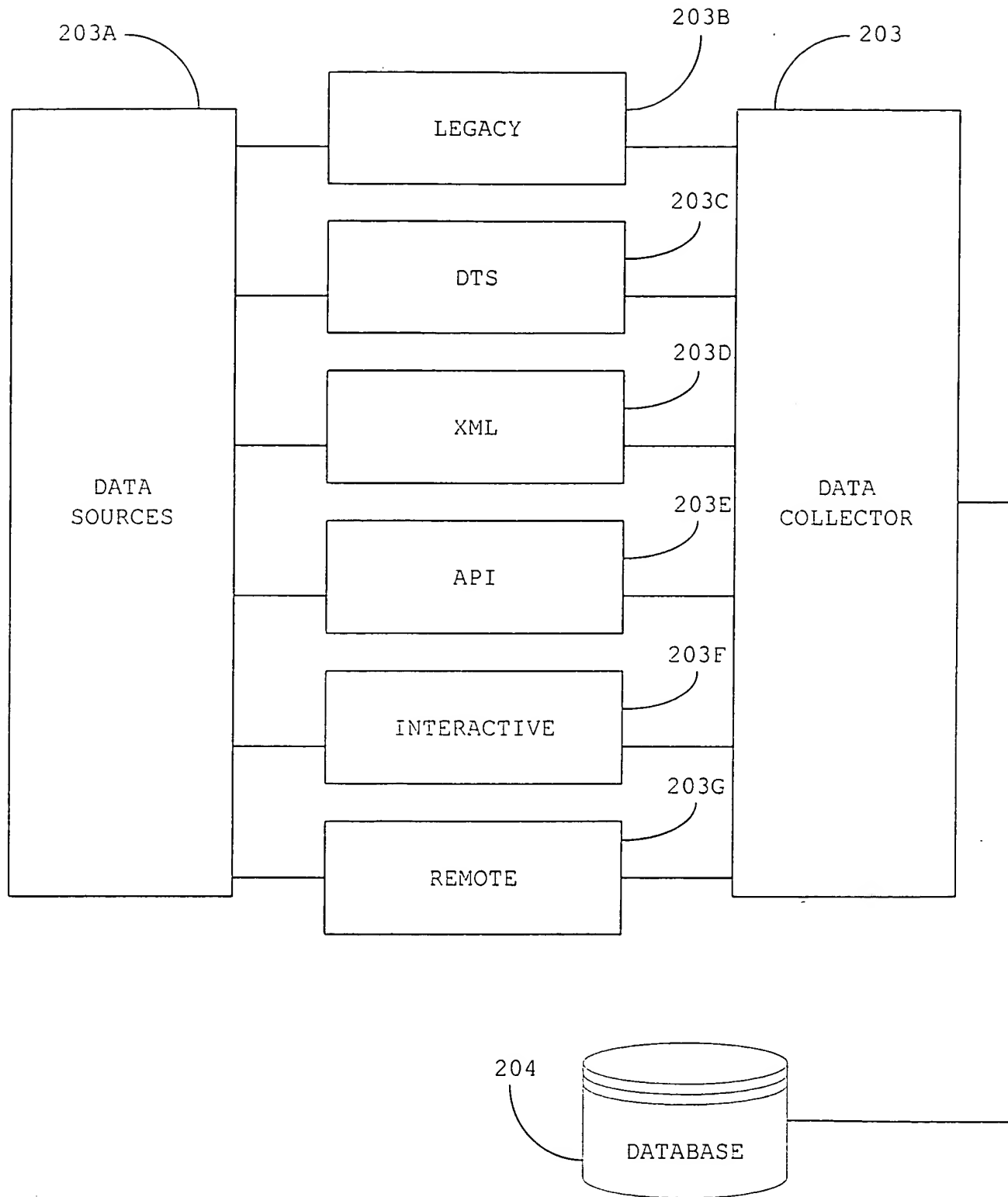


FIGURE 3C

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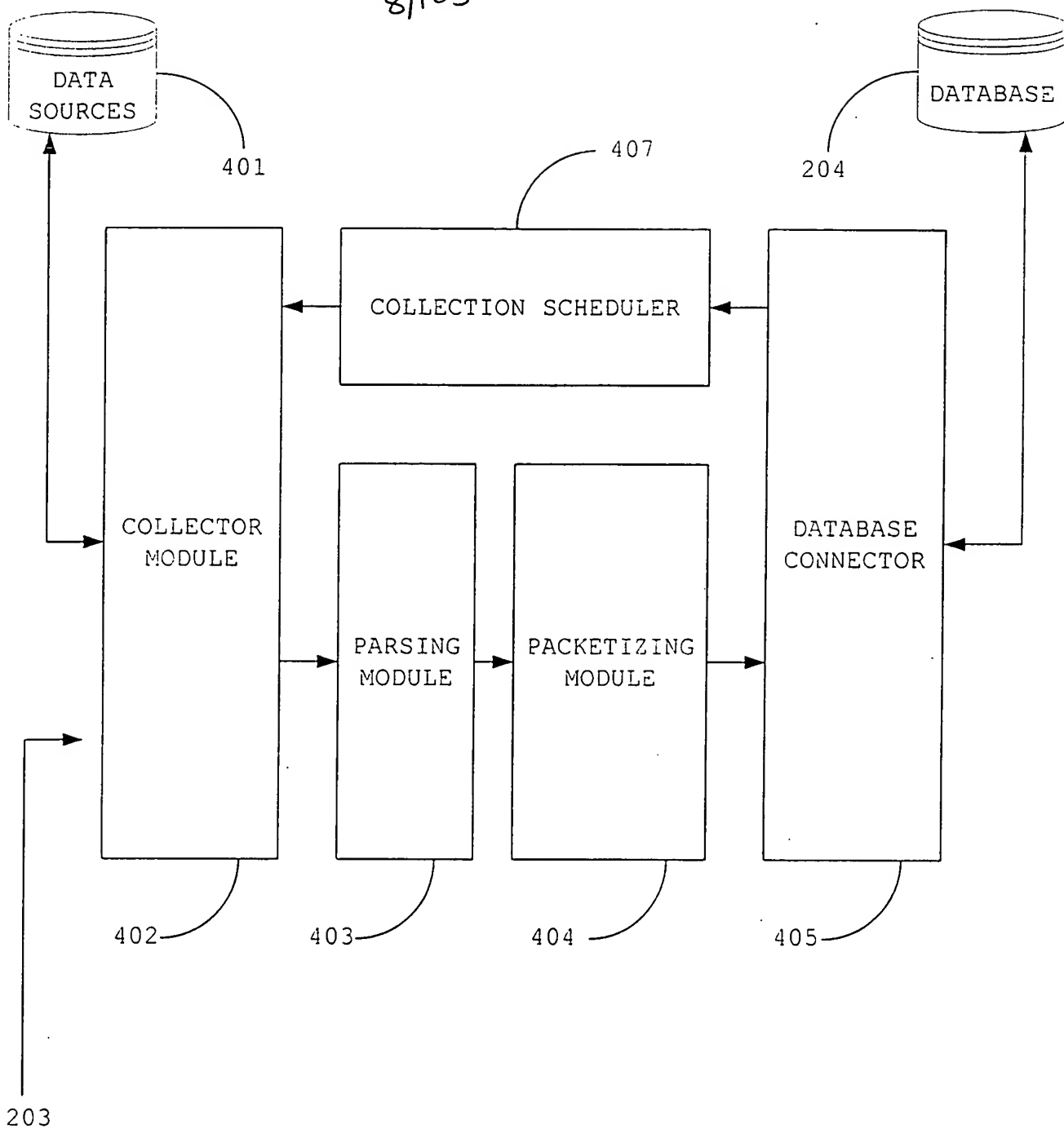


FIGURE 4A

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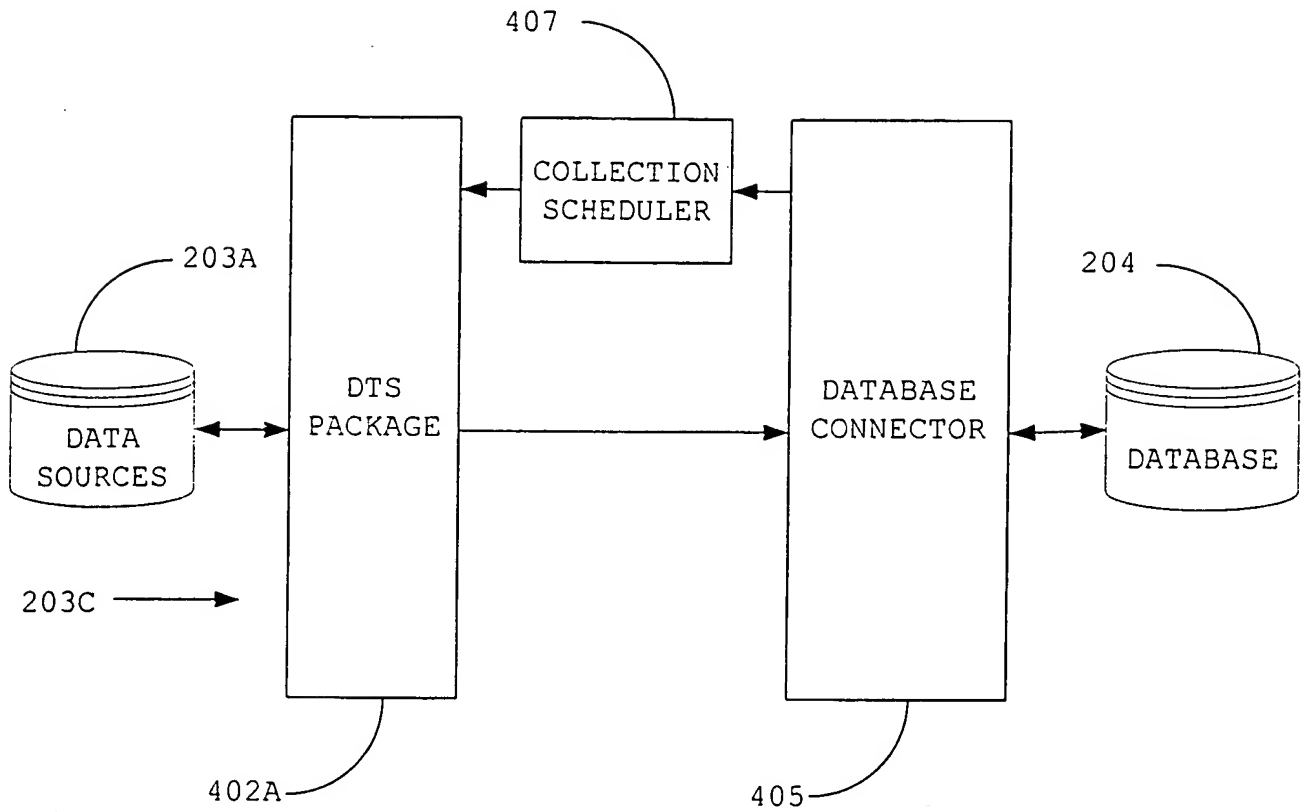


FIGURE 4B

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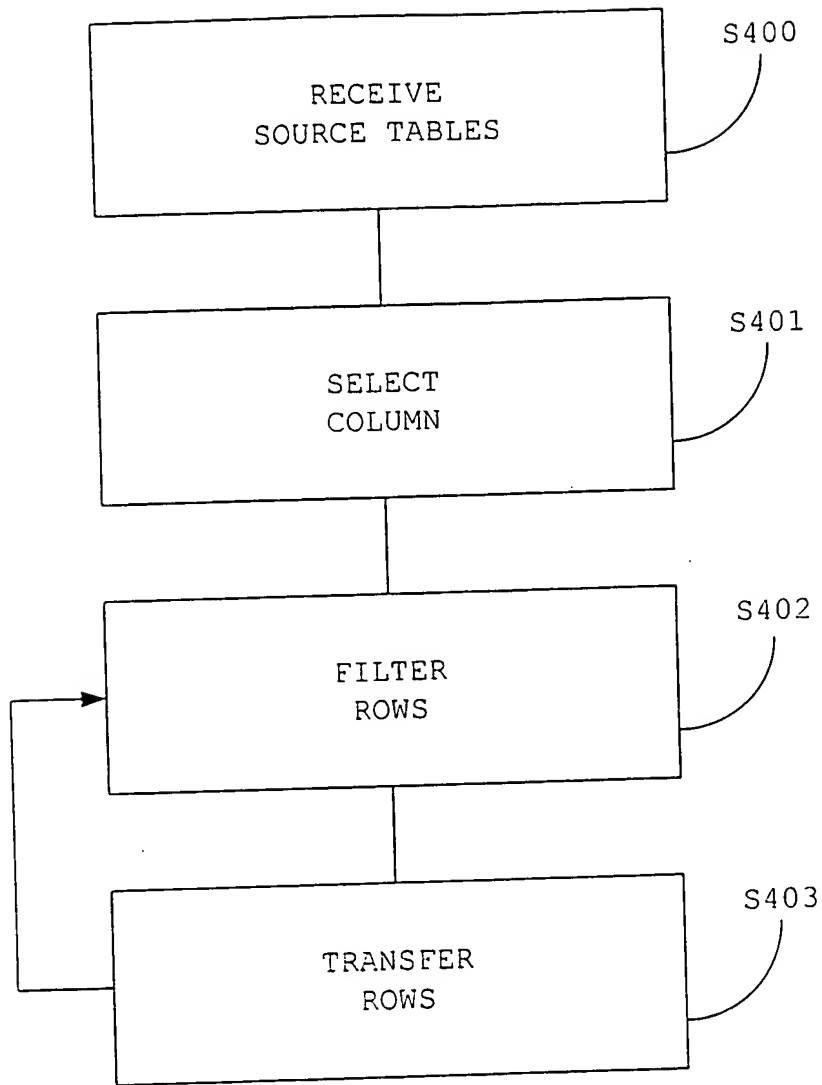


FIGURE 4C

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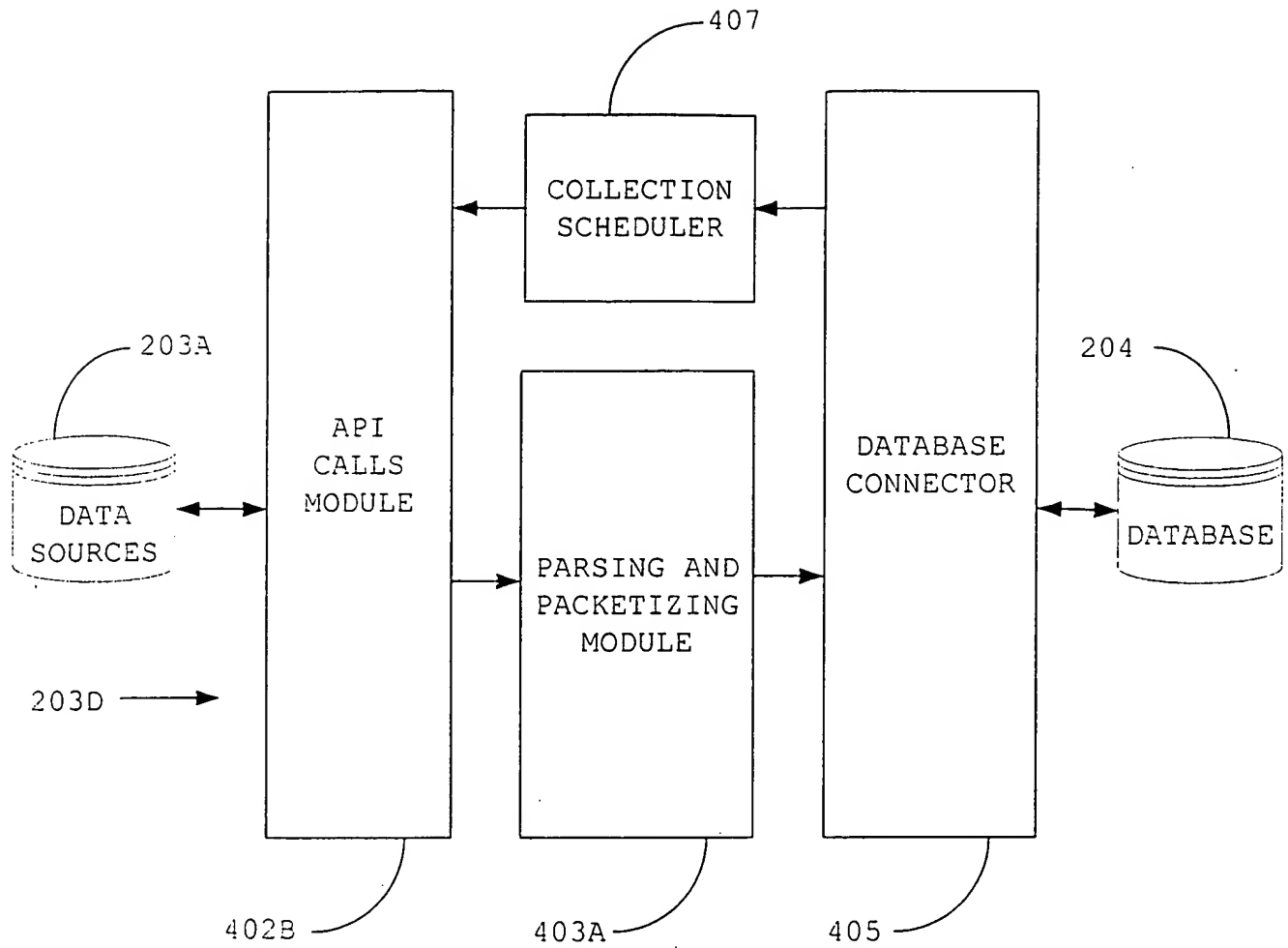


FIGURE 4D

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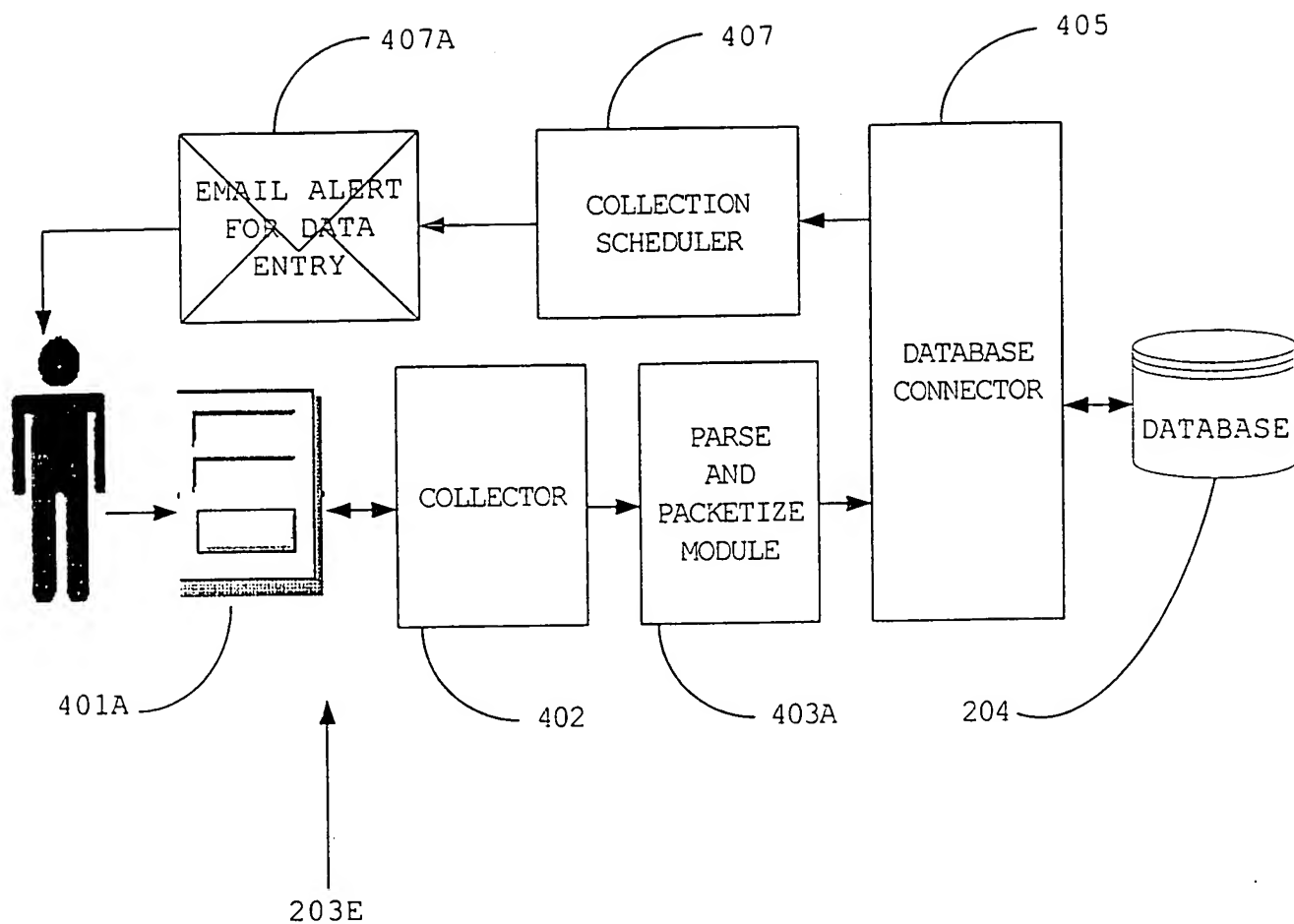


FIGURE 4E

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QUESTIONNAIRE	TITLE	DESCRIPTION
1	SALES FORECAST	COLLECTS SALES FORECAST INFORMATION FROM SALES TEAM-MEMBERS
2	QUALITY INFORMATION	COLLECTS PRODUCTION QUALITY INFORMATION

RESPONDERS

RESPONDER ID	QUESTIONNAIRE	USER ID
1	1	12
2	1	6

PRESENTATION SCHEDULE

SCHEDULE ID	RESPONDER ID	START DATE	END DATE	DAYS OF WEEK FREQUENCY	REMAINDER EMAIL TIME	EMAIL TEXT
1	1	11/01/01	01/31/02	M,T,W,TH,F	16:00 HOURS	RESPOND AT A WEBSITE E.G. WWW.ABC.COM
2	2	07/01/00	06/30/01	EVERY MONTH END	10:00 HOURS	INPUT MONTHLY FORECAST

QUESTIONS

QUEST	QUESTIONNAIRE	TYPE	TEXT	RESULT TYPE	VALIDATE
1	1	NUMERIC	WHAT DO YOU THINK REVENUES FOR NEXT QUARTER ARE?	NUMERIC	YES
2	1	TRUE/FALSE	DID YOU CALL 30 CUSTOMERS TODAY?	BOOLEAN	YES
3	1	TEXT	WHO DO YOU EXPECT TO CONVERT FROM PROSPECTIVE CUSTOMER?	TEXT (256)	NO
4	1	RANGE	ON A SCALE OF 1 TO 10 WHAT DO YOU THINK ARE CHANCES OF CONVERTING PROSPECT?	BITMAP	NO

FIGURE 4F

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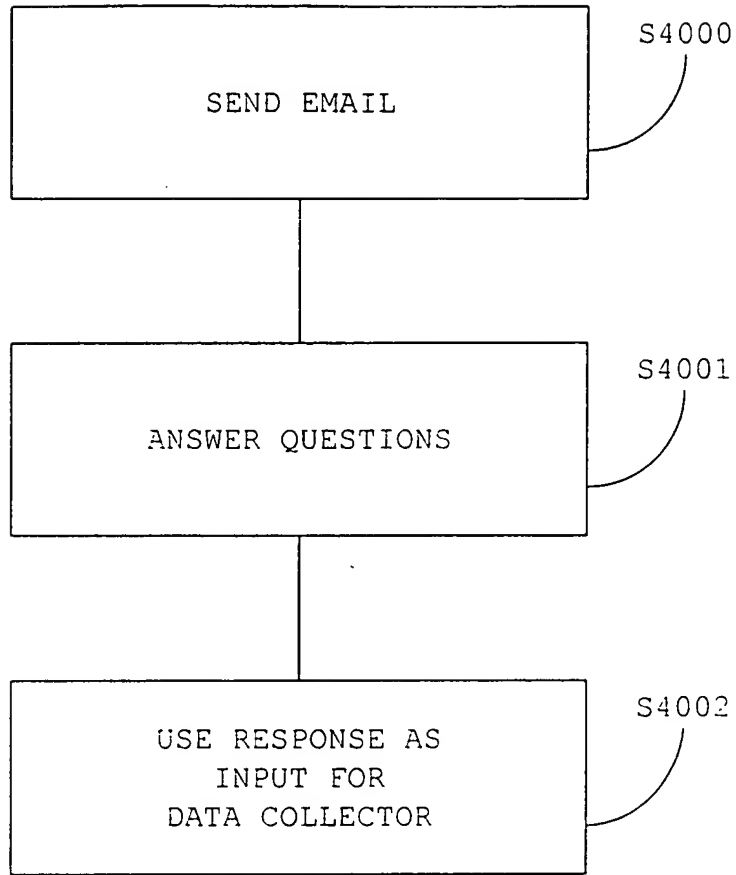


FIGURE 4G

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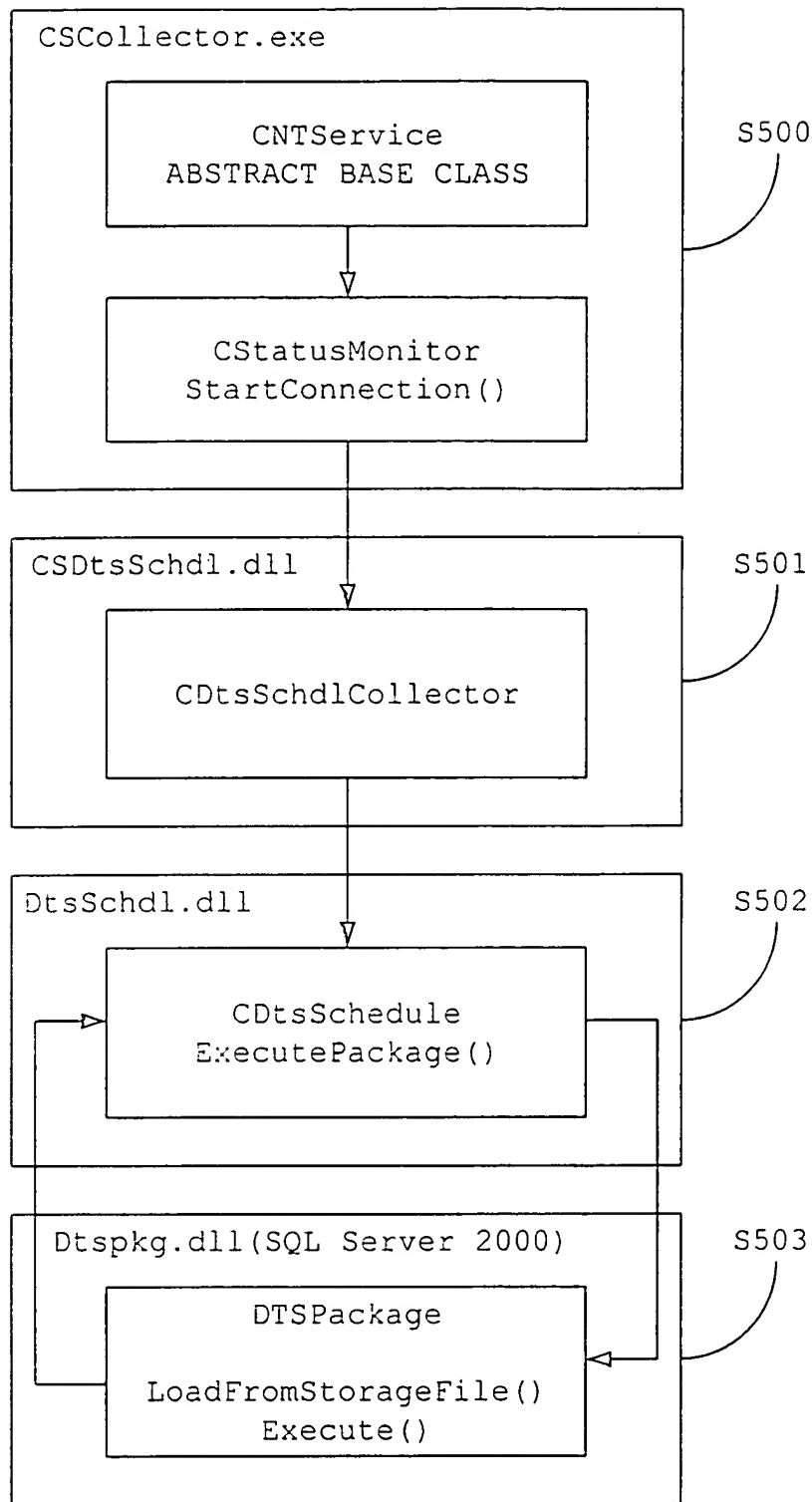


FIGURE 5

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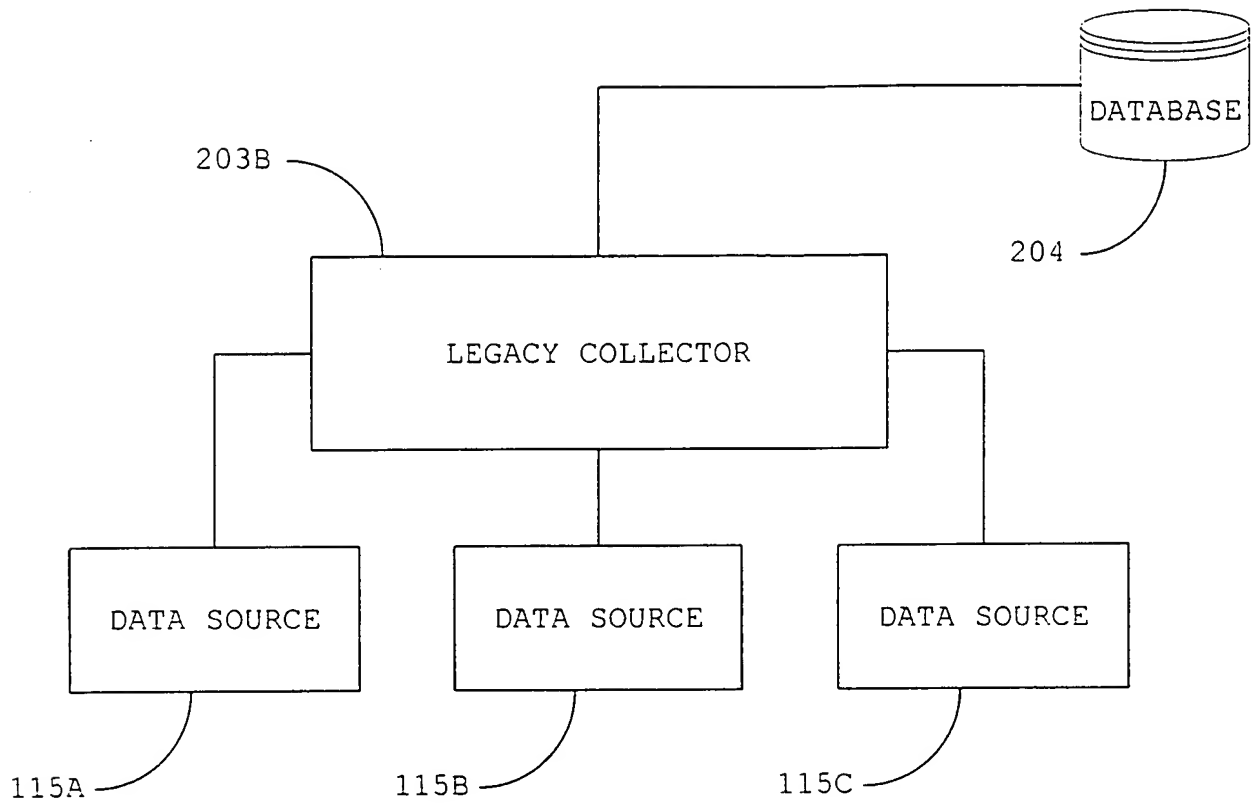


FIGURE 6A

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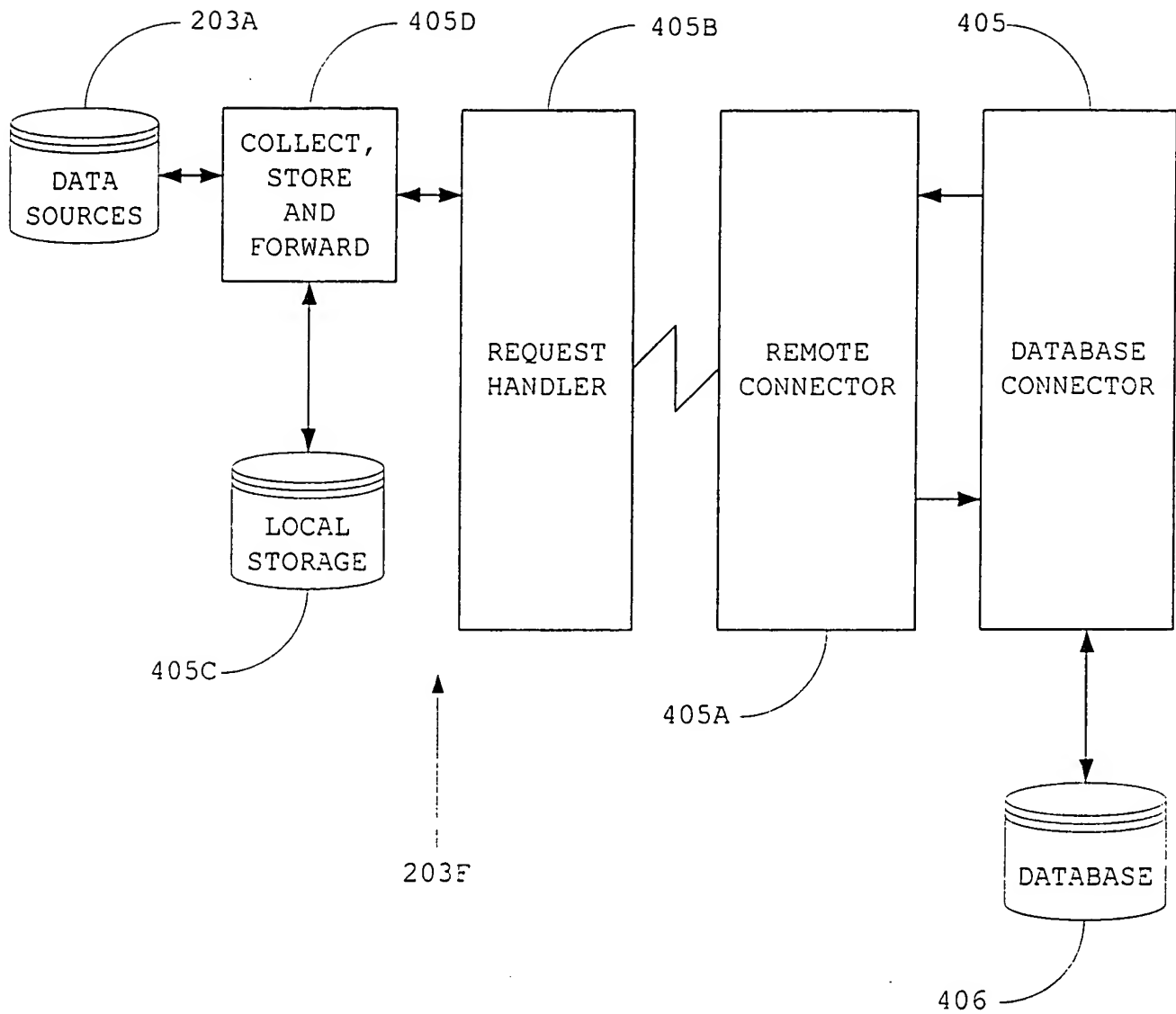


FIGURE 6B

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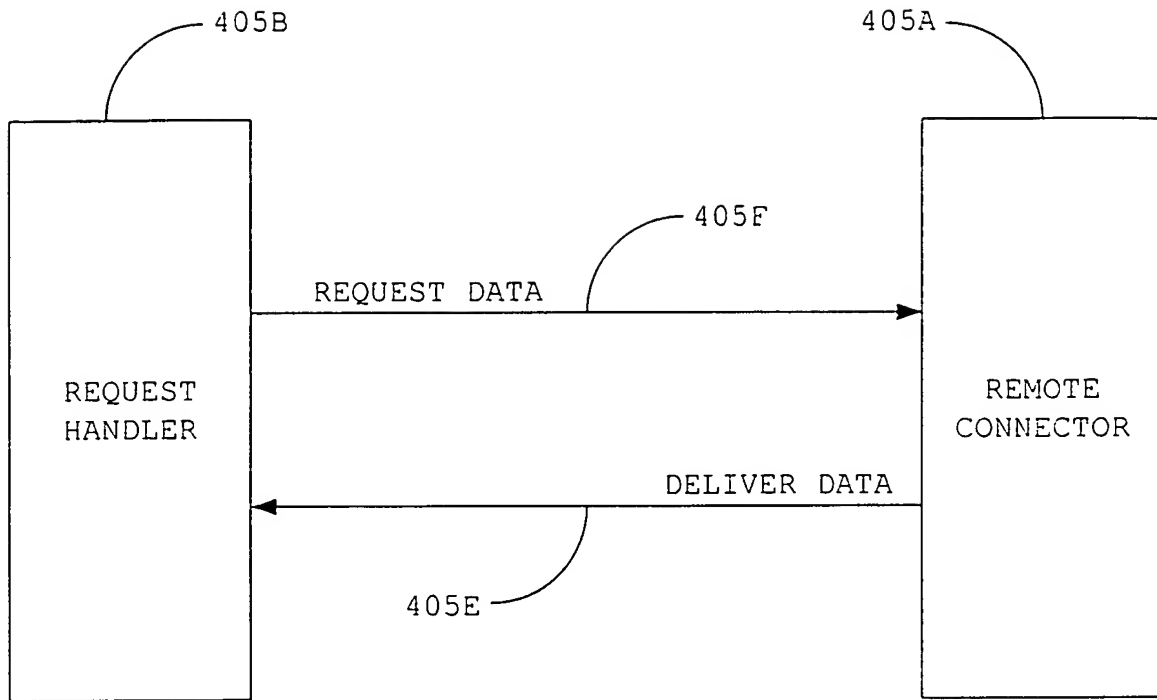


FIGURE 6C

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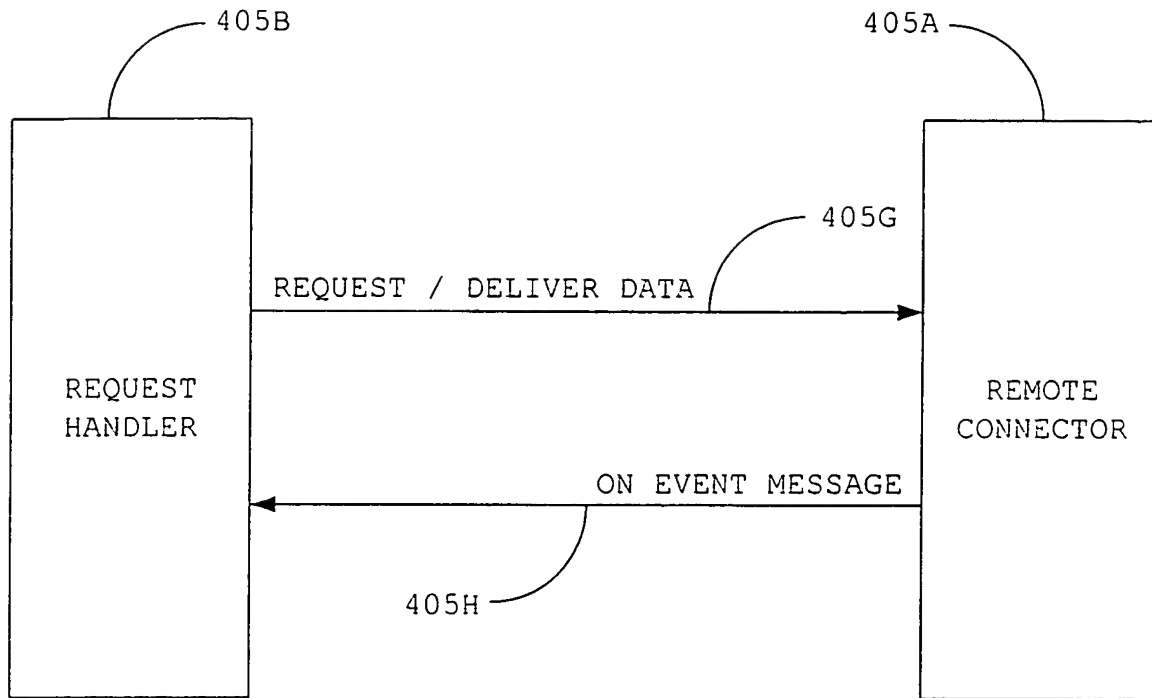


FIGURE 6D

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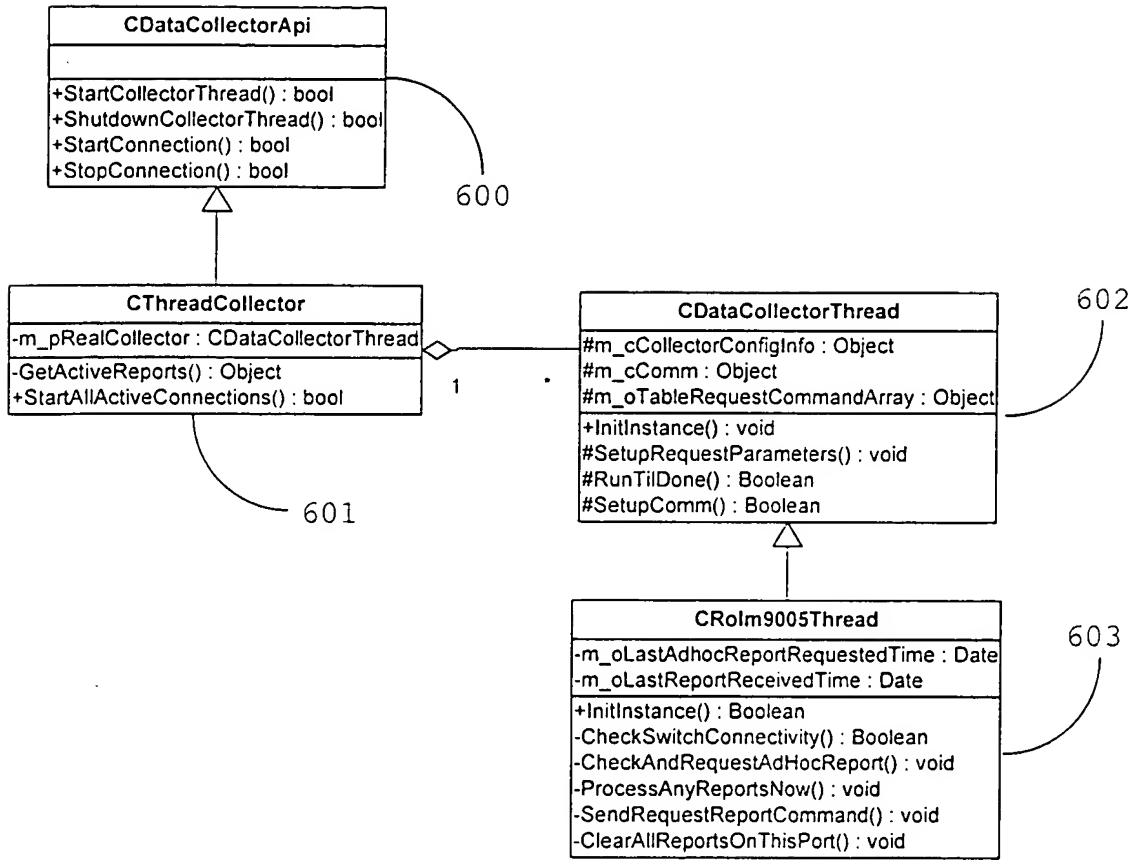


FIGURE 6E

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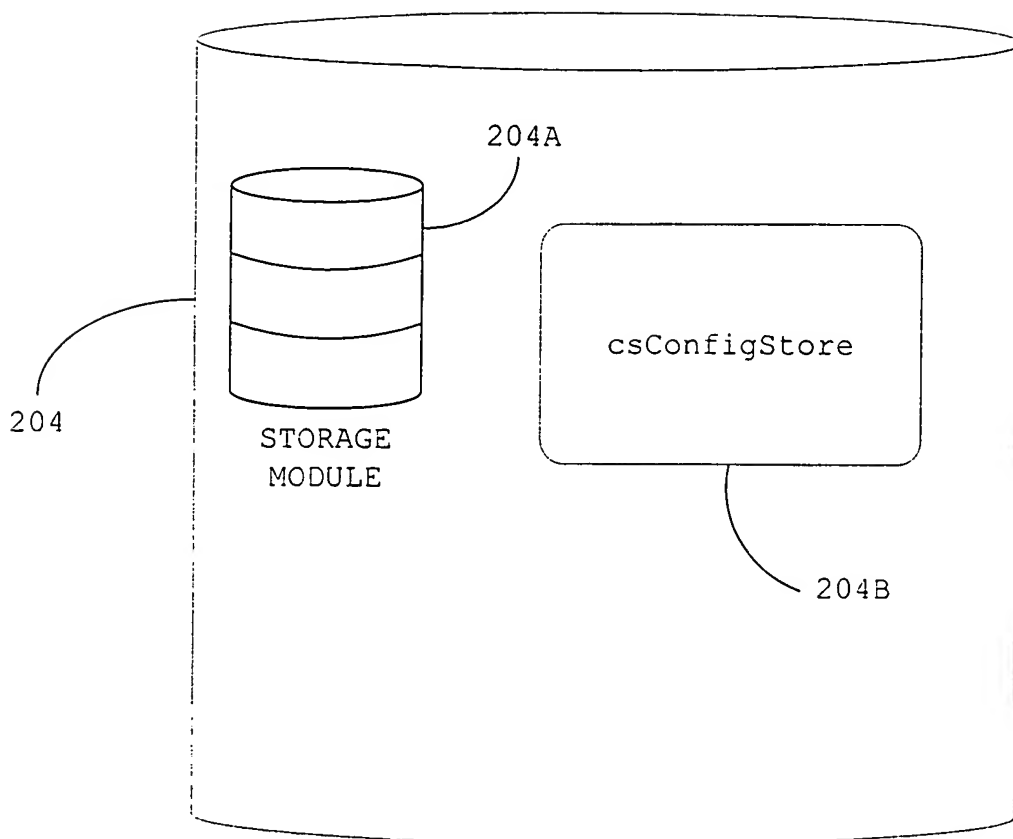


FIGURE 7A DATABASE

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	PeriodTypeID	DataSourceID	BeginningDateTime	InterfaceID	Hits	FAQs	Searches	Assist
▶	16	6	8/20/2000	1	40	4	3	0
	16	6	8/21/2000	1	9	0	0	0
	16	6	8/26/2000	3	4	0	0	0
	16	6	8/27/2000	1	7	6	0	0
	16	6	8/28/2000	3	37	0	0	3
	16	6	8/30/2000	3	15	0	0	1
	16	6	9/3/2000	1	5	1	0	1
	16	6	9/14/2000	3	24	0	0	1

FIGURE 7B - INTERVAL DATA

	DataSourceID	ACD_Group	AgentsAvailable	AgentsUnavailable	AgentsWork	
▶	1	SALES	9	4	2	8
	1	DOS	57	56	64	6
	1	UNIX	3	3	2	2
*						

FIGURE 7C SNAPSHOT DATA

FIGURES 7B AND 7C

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Database Diagram For The RoIm 9005

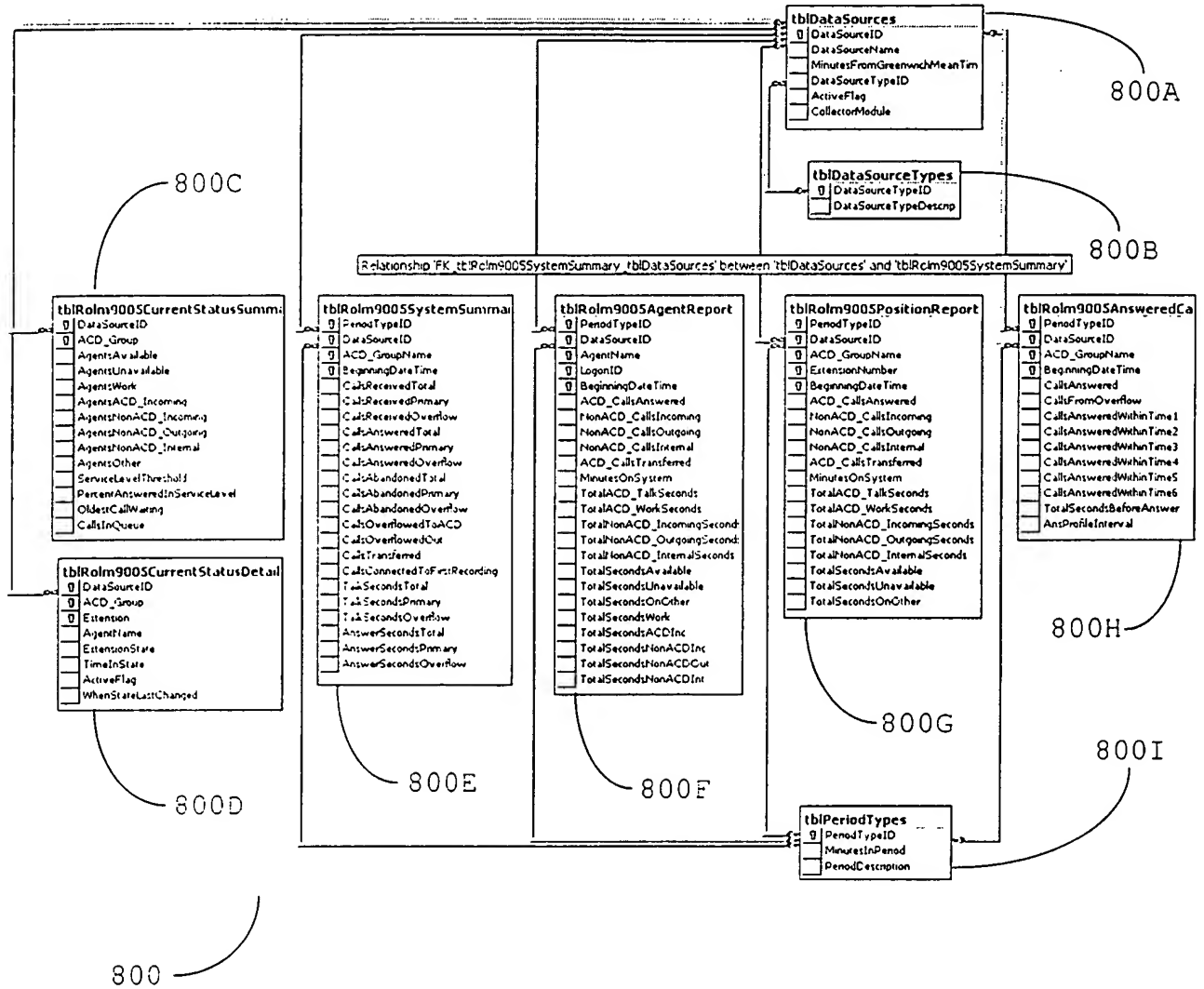


FIGURE 8A

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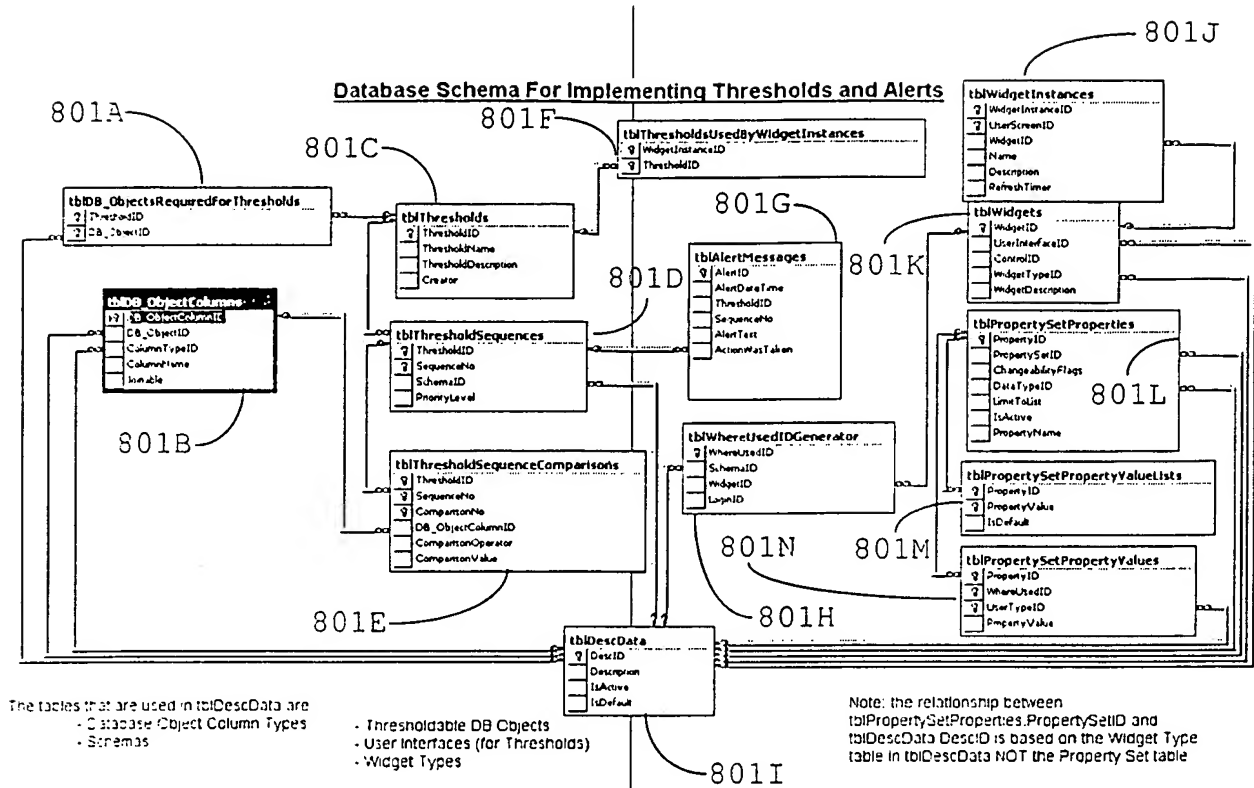
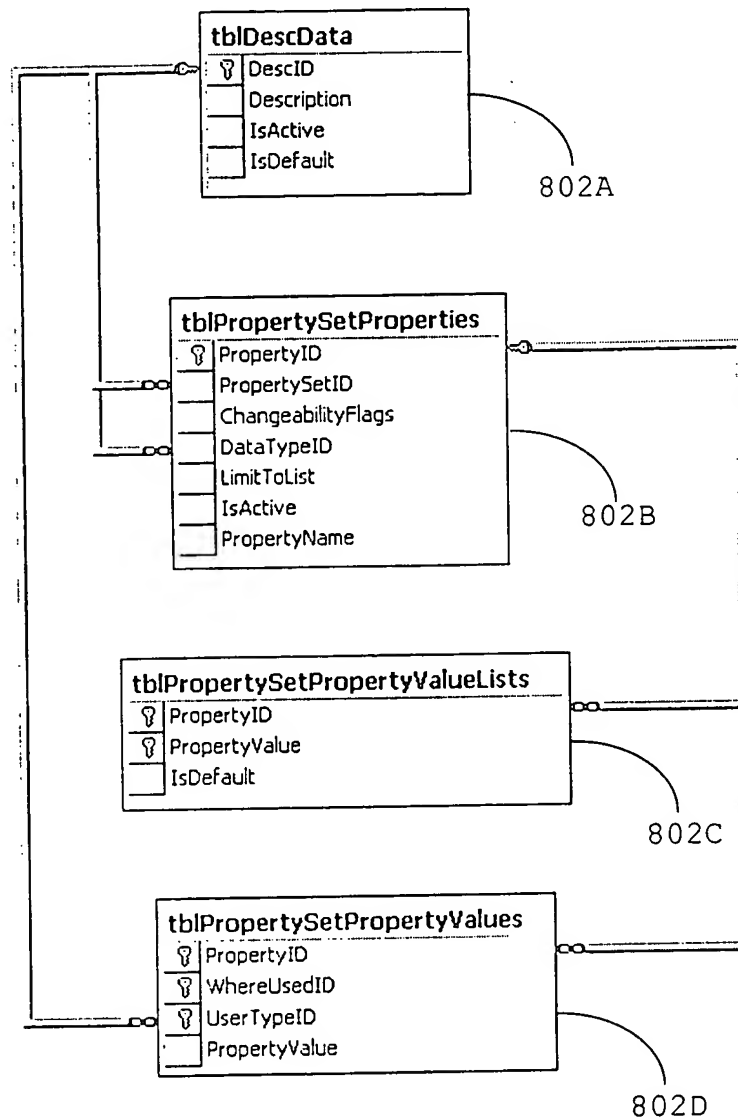


FIGURE 8B

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Diagram of Tables Associated With Property Sets



The tables that are used in tblDescData are:

- Property Sets
- Property Data Types
- Users of Property Sets

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FIGURE 8C

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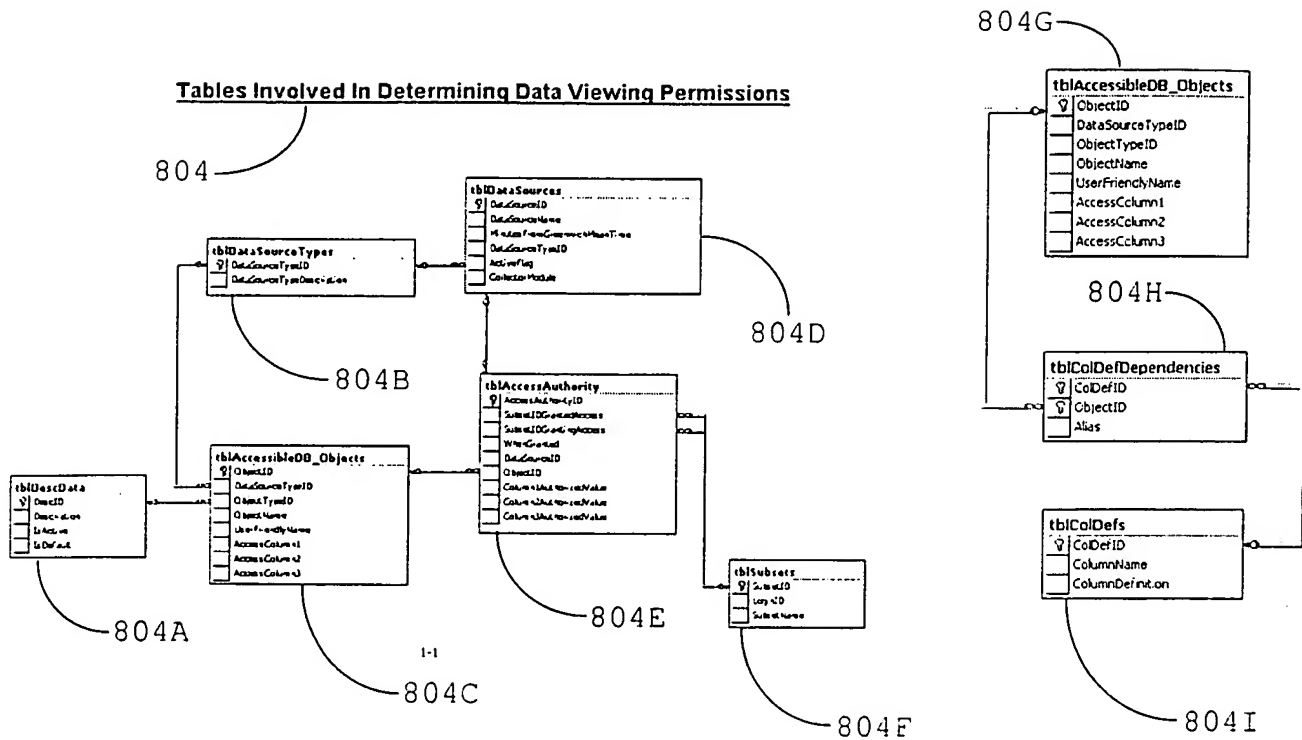


FIGURE 8D

Tables Associated With Adding A New Data Source Type and/or Data Source ID

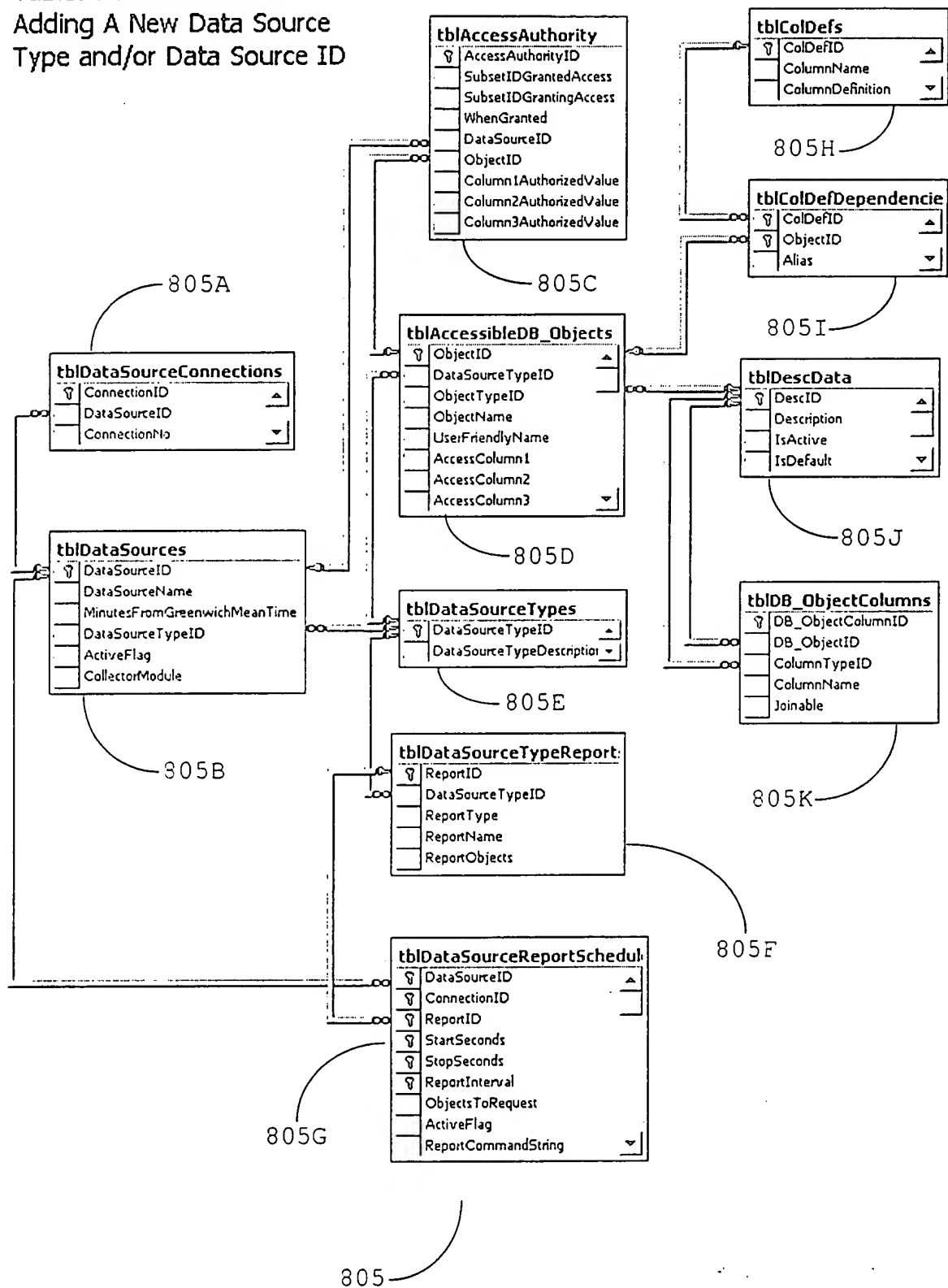
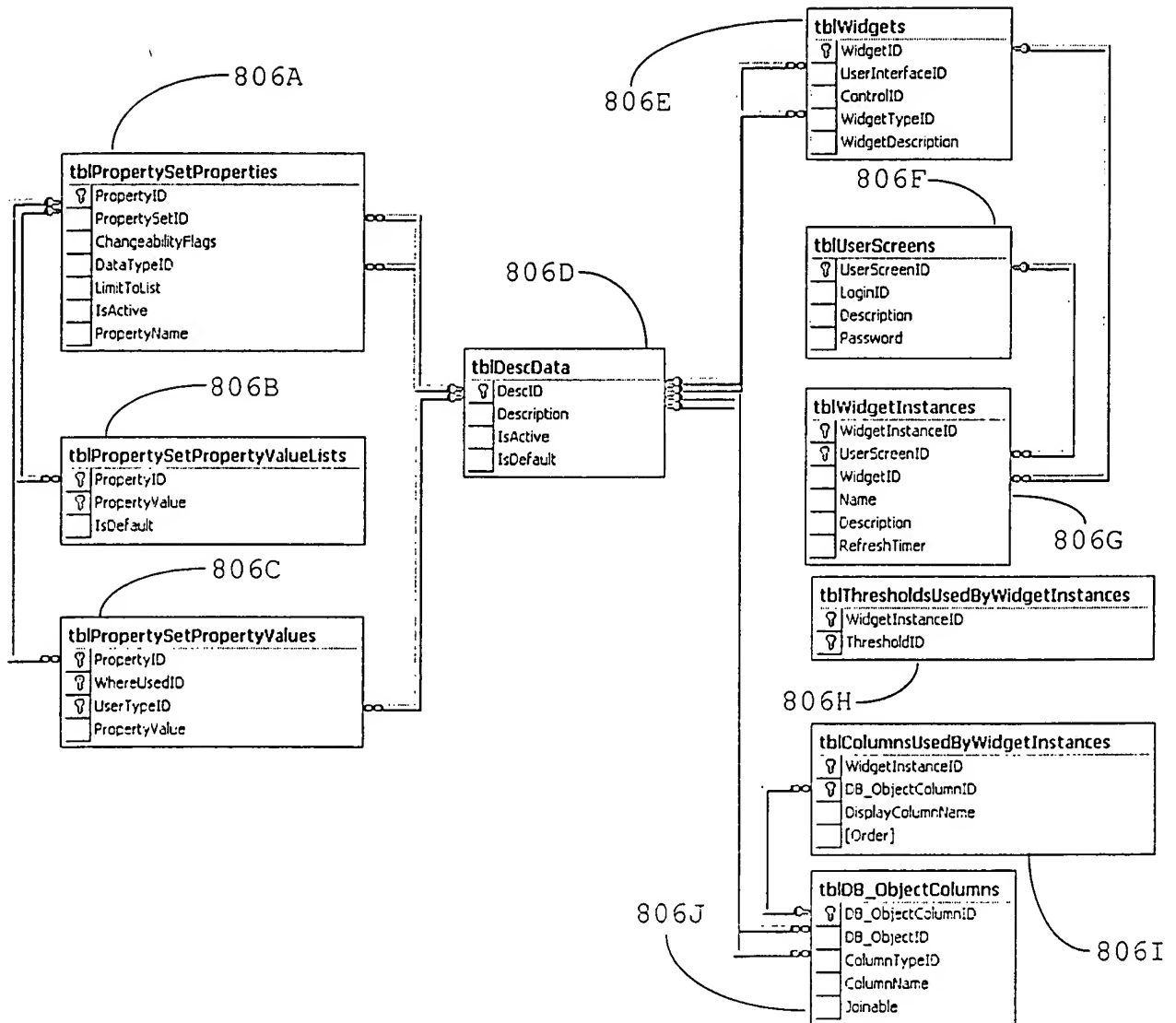


FIGURE 8E

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FIGURE 8F

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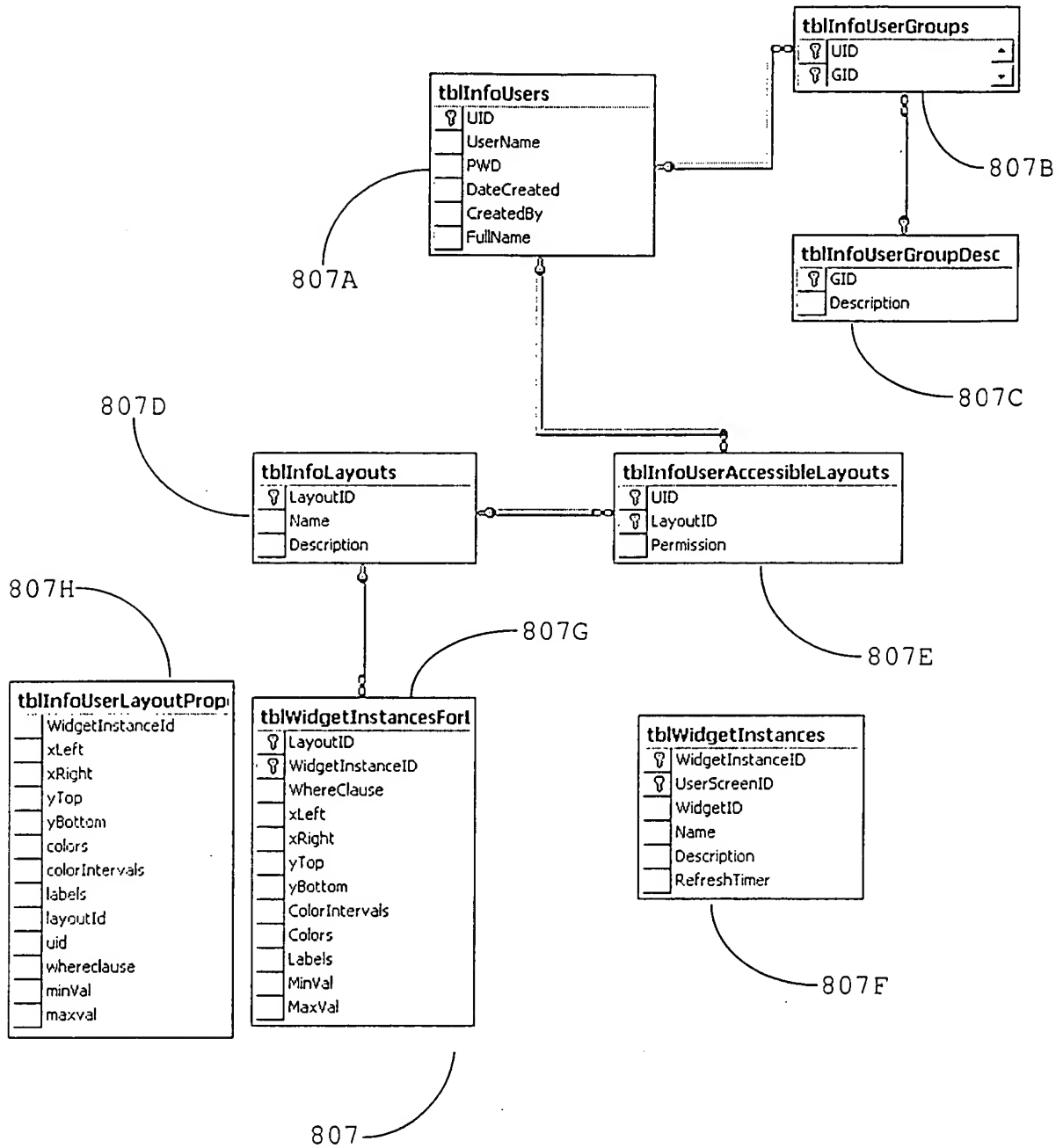


FIGURE 8G

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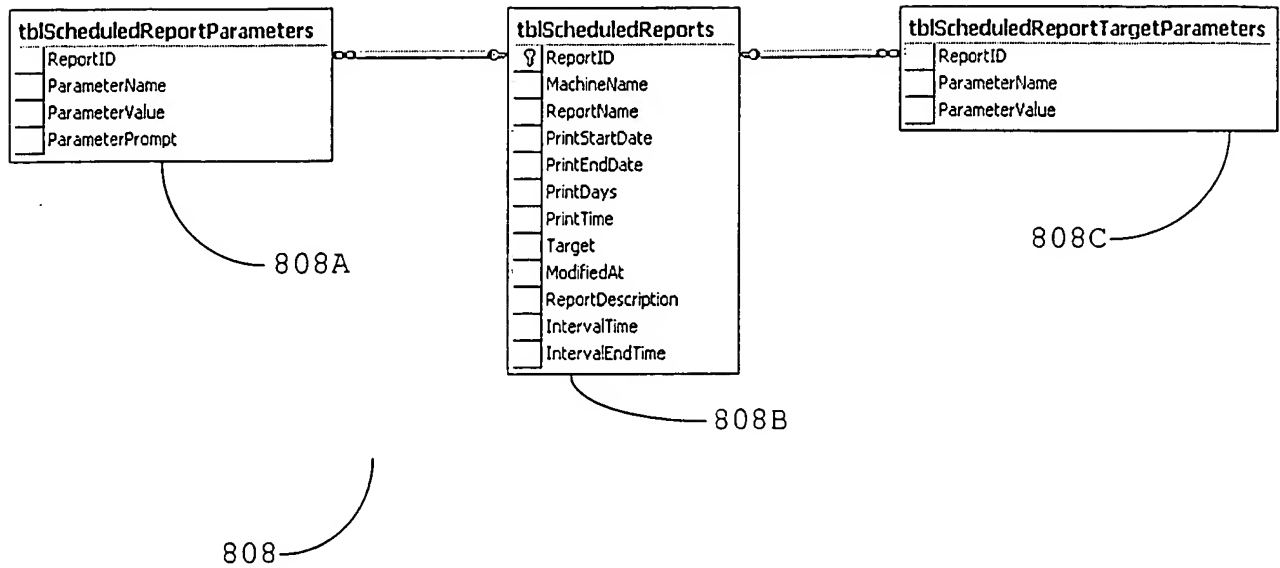
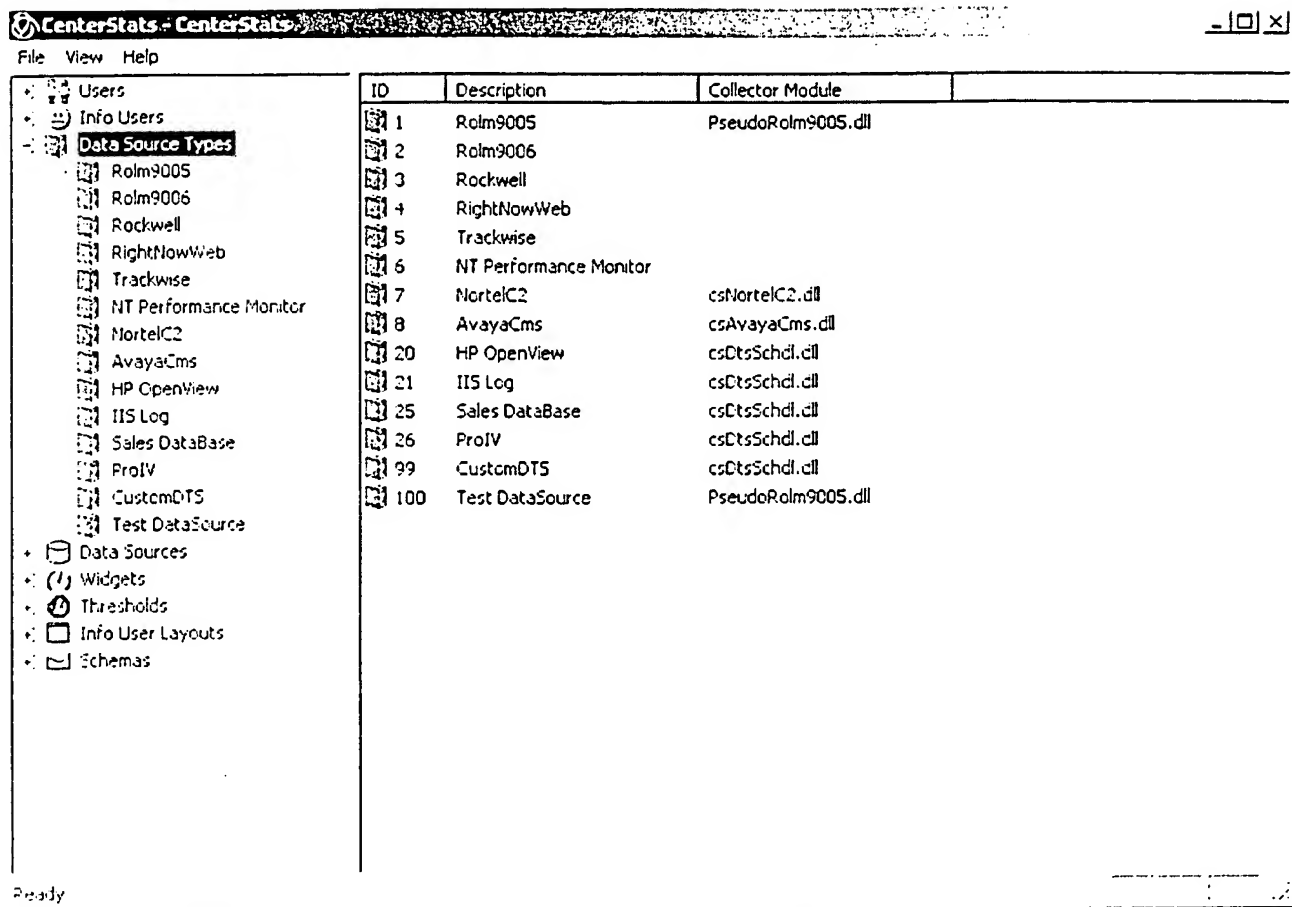


FIGURE 8H

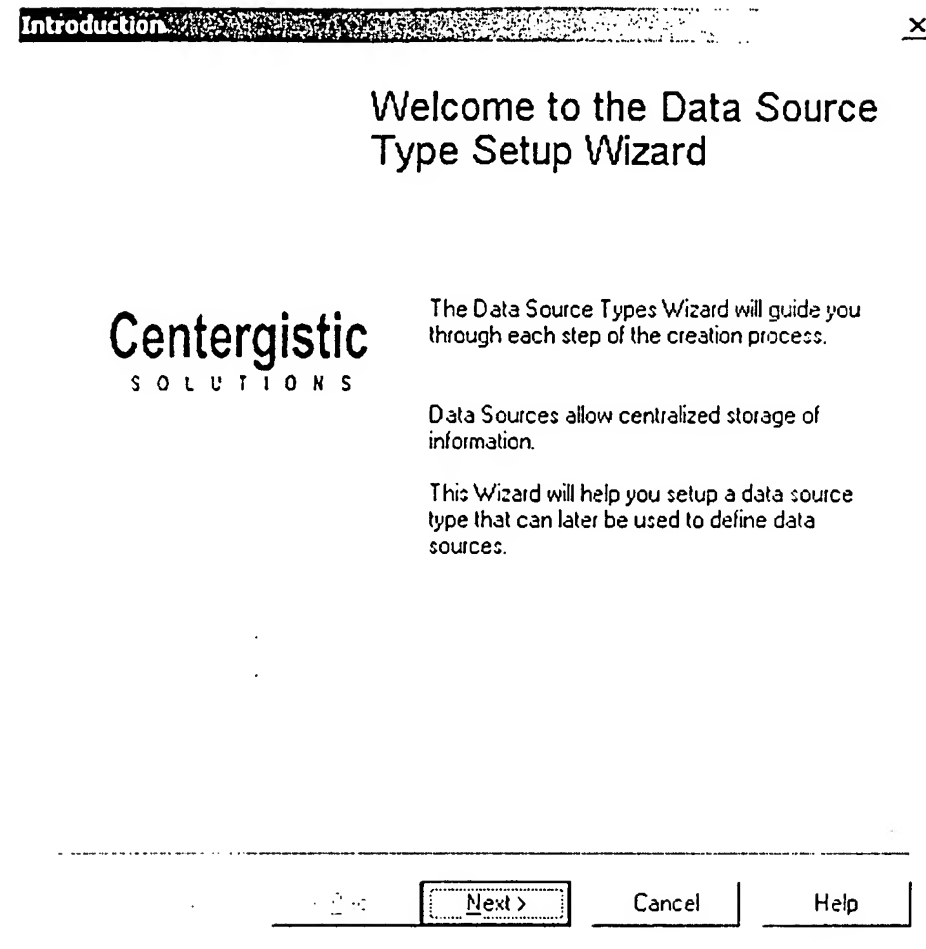
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Reg No: 39,535

FIGURE 8I

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Reg No: 39,535

FIGURE 8J

Data Source Type X

This page allows you to add a new Data Source type and to select the collector module associated with it. Each Data Source type you create can then be used for adding actual Data Sources and the selected module will be used to retrieve data from them. Data Source types identify the data sources that are added to the system.

Data Source Type
NortelACD

Collector Module
ccNortelC2.dll

< Back Next > Cancel Help

FIGURE 8K

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Add/Create Objects

This page allows you to assign tables/views to the Data Source type just created. The assigned tables can either be chosen from the predefined list of tables in the database or can be created. You have the option to add the views defined with a table. Once a table/view associated with a DataSource type, it's column properties can also be edited.

Predefined Tables:

dtproperties

Results

tblCsSysObjects

tblHPOpenViewEventCurrentSta

tblHPOpenViewEventDetail

tblISODBCLog

tblProIVTS_NT

tblProIVTS_WTIME

tblRightNowWebIncidents

tblRightNowWebIncidentStatisti

tblRightNowWebInterfaces

tblRightNowWebStatistics

tblSalesDemoCurrentSales

tblSalesDemoIntervalReport

tblTest

tblTrackWiseTicketCounts

tblTrackWiseTicketCountsByAg

Add >>

<< Remove

Edit Columns

Add New Table

Assigned Objects

< Back

Next >

Cancel

Help

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 Reg No: 39,535

FIGURE 8L

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Create/Select View X

The following views already exist for the selected table <tblHPOpenViewEventDetail>. You can either select existing unassigned views or create a new basic view, if none exists and then add them to the list of assigned objects for this Data Source type.

Views	Status
vwHPOpenViewEventDetail	Unassigned

View Name : Clear

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Reg No: 39,535

FIGURE 8M

Add/Create Objects X

This page allows you to assign tables/views to the Data Source type just created. The assigned tables can either be chosen from the predefined list of tables in the database or can be created. You have the option to add the views defined with a table. Once a table/view associated with a Data Source type, its column properties can also be edited.

Predefined Tables	Assigned Objects
dtproperties	tblHPOpenViewEventDetail
Results	vwHPOpenViewEventDetail
tblCsSysObjects	
tblHPOpenViewEventCurrentSta	
tblIIS008CLog	
tblProVTS_NTIME	
tblProVTS_WTIME	
tblRightNowWebIncidents	
tblRightNowWebIncidentStatisti	
tblRightNowWebInterfaces	
tblRightNowWebStatistics	
tblSalesDemoCurrentSales	
tblSalesDemoIntervalReport	
tblTest	
tblTrackWiseTicketCounts	
tblTrackWiseTicketCountsByAg	

FIGURE 8N

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Add Object Properties

This page allows you to specify a user friendly name and the object type for the objects assigned to this Data Source type. This data will be used later on, while configuring users, datasources, widgets, thresholds and schemas.
You can either use the default values or specify your choice.

Object Name	User Friendly Name	Object Type
tblHPOpenViewEventDetail	tblHPOpenViewEventDetail	Table
vwHPOpenViewEventDetail	vwHPOpenViewEventDetail	View

< Back

Next >

Cancel

Help

FIGURE 80

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Specify Access Columns [X]

This page allows you to specify the access columns associated with each of the assigned objects of this Data Source type. The access columns are actually the columns on which the different levels of drill down capability of PowerUser depends on.
The data will be grouped at different levels based on the specified access columns.

Object Name	Access Column1	Access Column2	Access Column3
tblHPOpenViewEventDetail	NULL	NULL	NULL
vwHPOpenViewEventDetail	NULL	NULL	NULL

< Back **Finish** Cancel Help

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Query - CENTERGI-TJIVQT.CenterState.sadmn - Unfiled

spGetWidgetInstanceProperties 0 10092, 1

	WidgetTypeID	WidgetID	WidgetInstanceID	DB_ObjectColumnID	ColumnName	DisplayColumnName	DB_ObjectName
1	458757	1019	10092	10189	ExtensionState	STATE	vwRolm9005CurrentStatusDetail
2	458757	1019	10092	10190	TimeInState	TIS	vwRolm9005CurrentStatusDetail

Grids Messages

Query batch completed.

CENTERGI-TJIVQT (8.0) sadmn (57) CenterState 10:00:00 2 rows Ln 1, Col 42

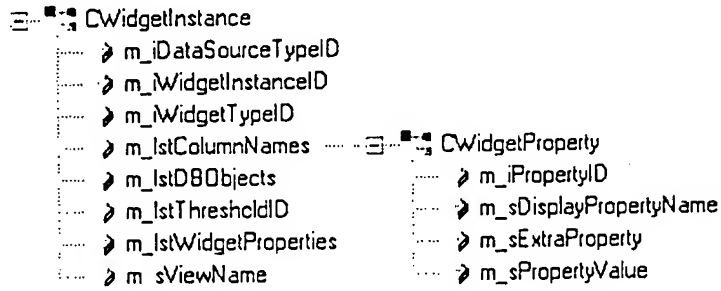


FIGURE 8Q

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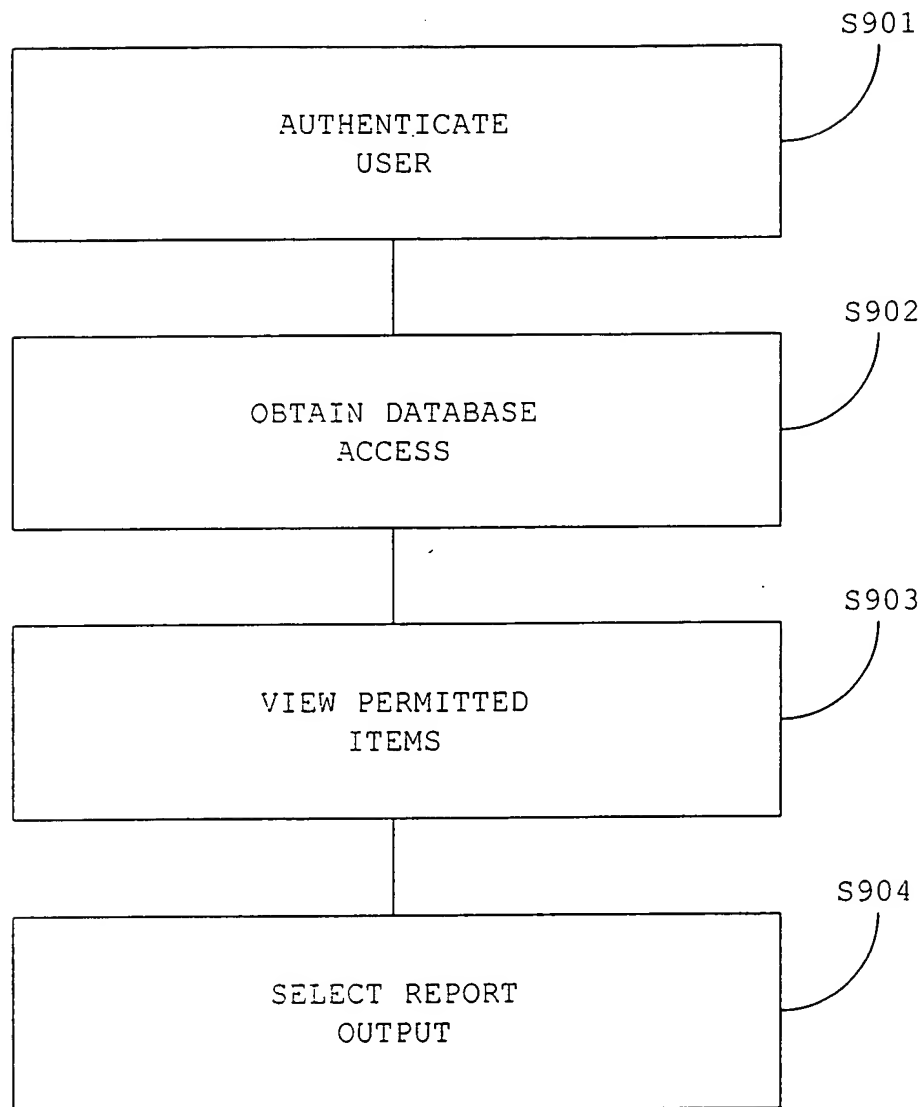


FIGURE 9

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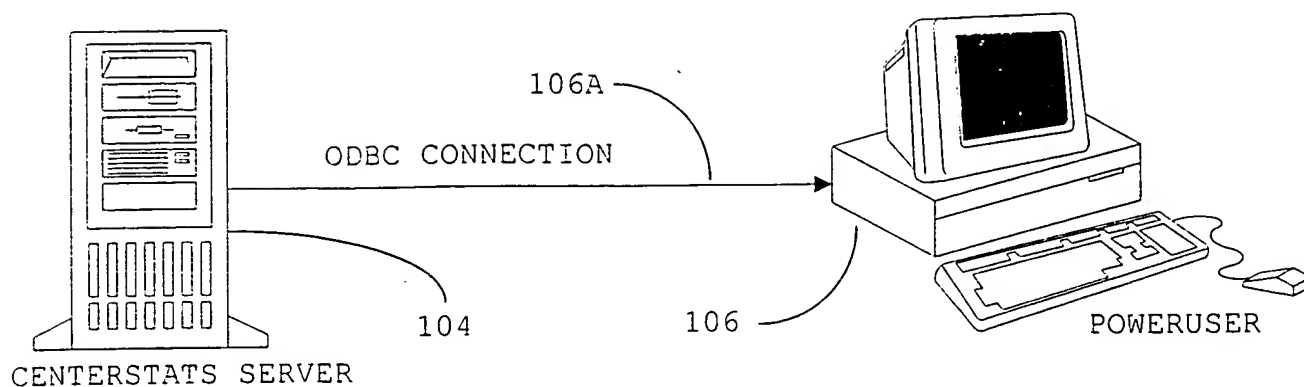
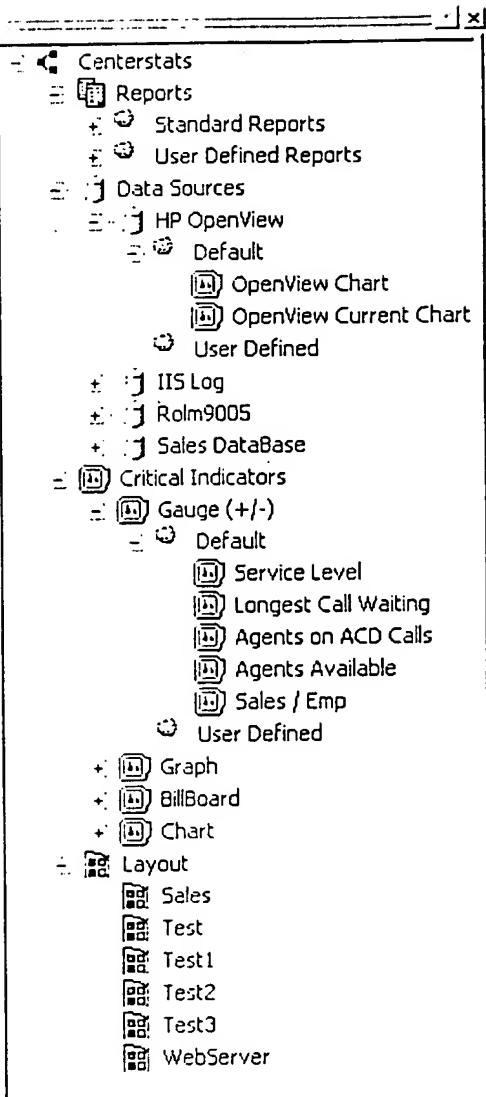


FIGURE 9A - POWERUSER INTERFACE

The screenshot shows a 'Login Setup' dialog box. At the top, the title bar says 'Login Setup' with a close button (X). Below the title bar, there is a 'Database Connection' field with the value 'CenterStat'. Underneath is an 'Options' section with two checkboxes: 'Database connection use NT authentication' (unchecked) and 'Use the additional information below to login (SQL Connection)' (checked). Below the options is a 'User Supplied Credentials' section with two input fields: 'User Name' containing 'cadmin' and 'Password' containing a series of asterisks. At the bottom of the dialog are 'OK' and 'Cancel' buttons. Below the dialog box, there is a checkbox labeled 'Show dialog at startup' which is checked.

FIGURE 9B - LOGIN WINDOW

FIGURES 9A AND 9B

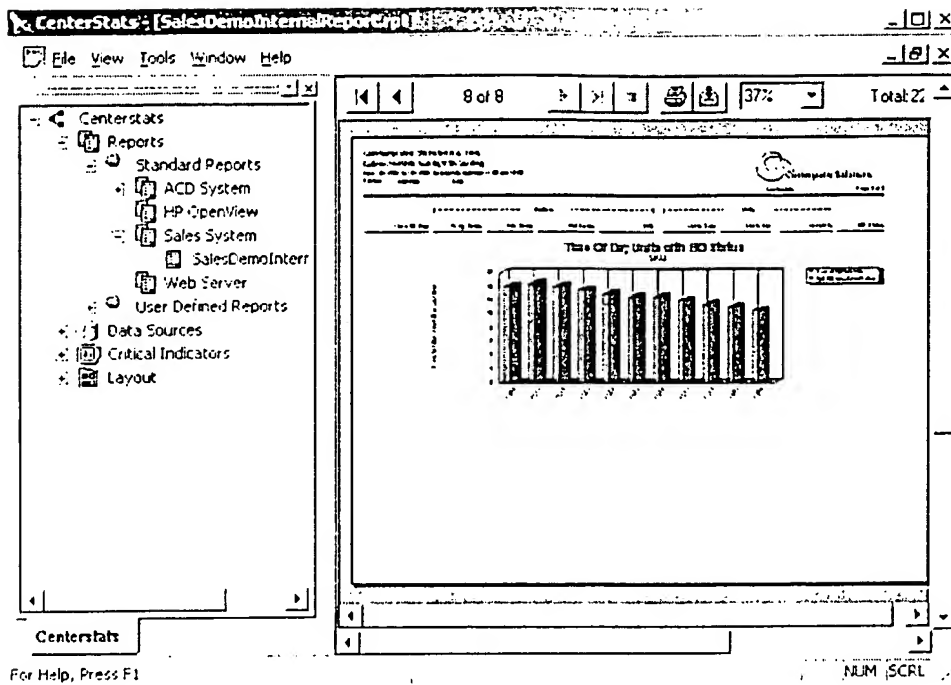


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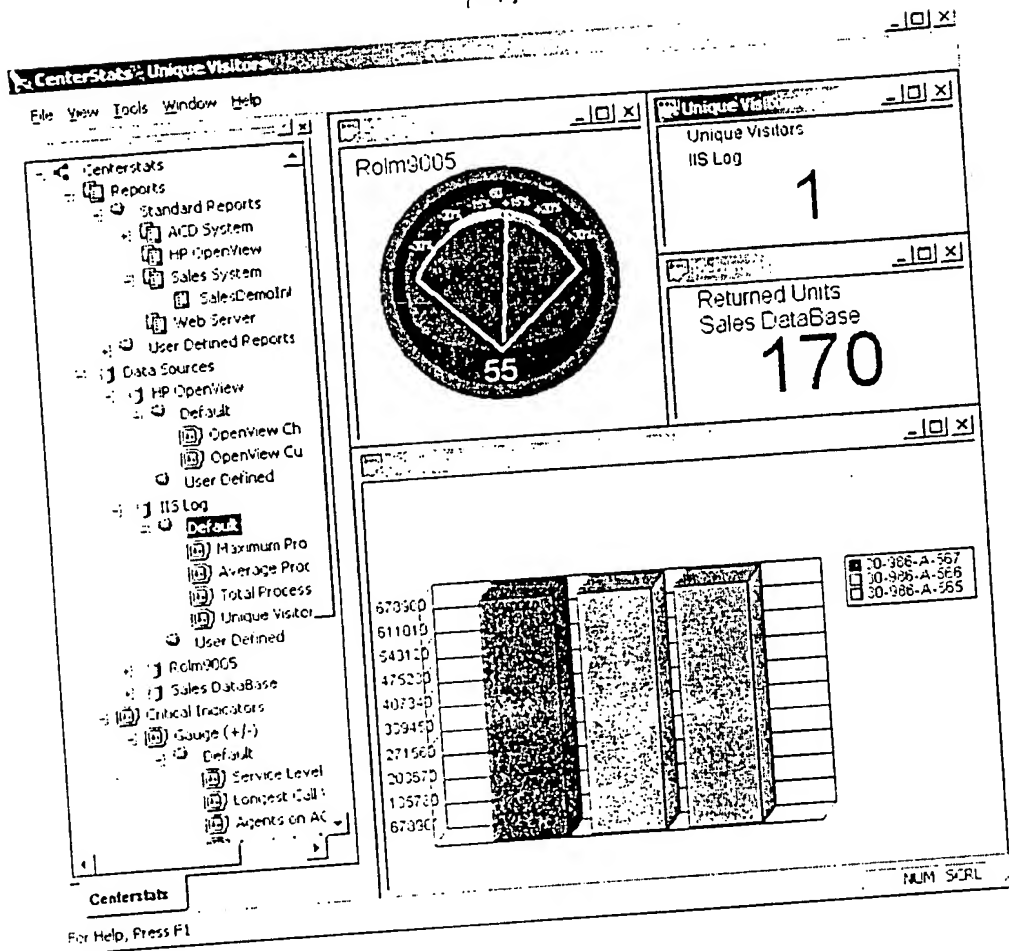
FIGURES 9C - SELECTION TREE VIEW

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FIGURES 9D

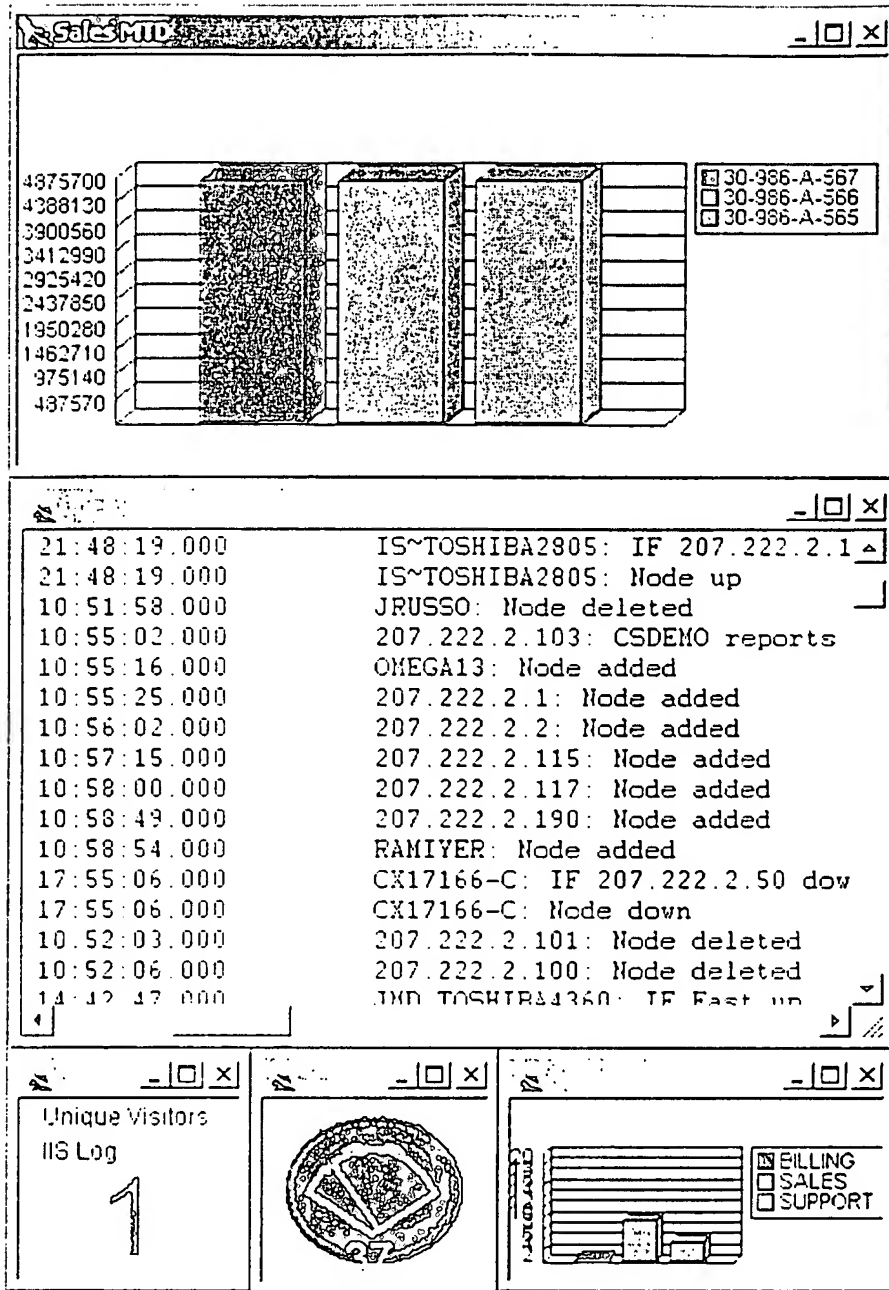
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Reg No: 39,535

FIGURES 9E

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FIGURES 9F

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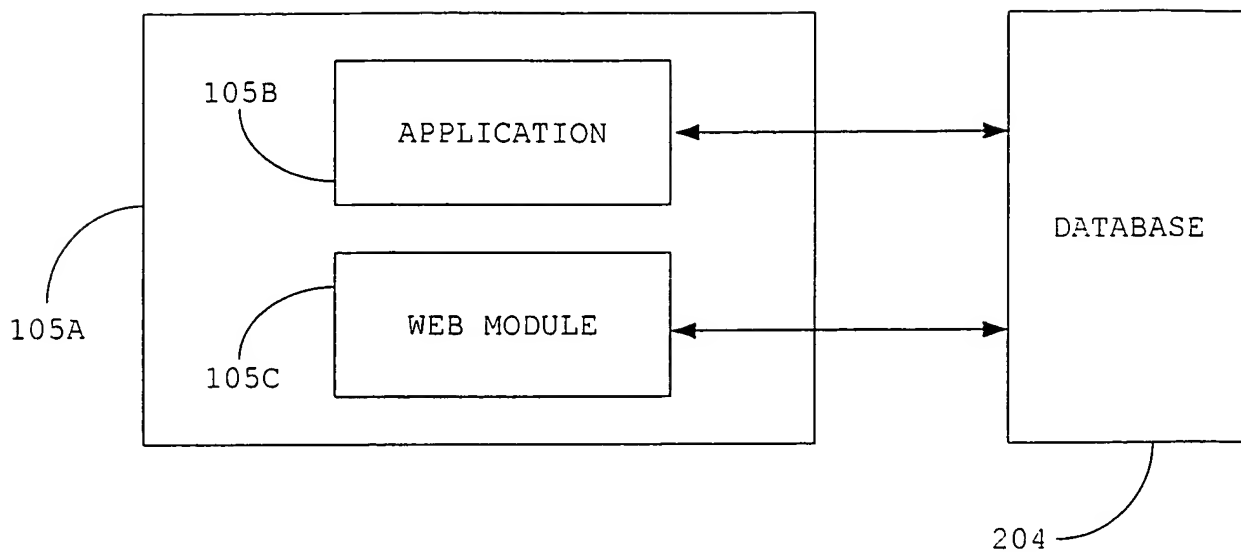


FIGURE 10A

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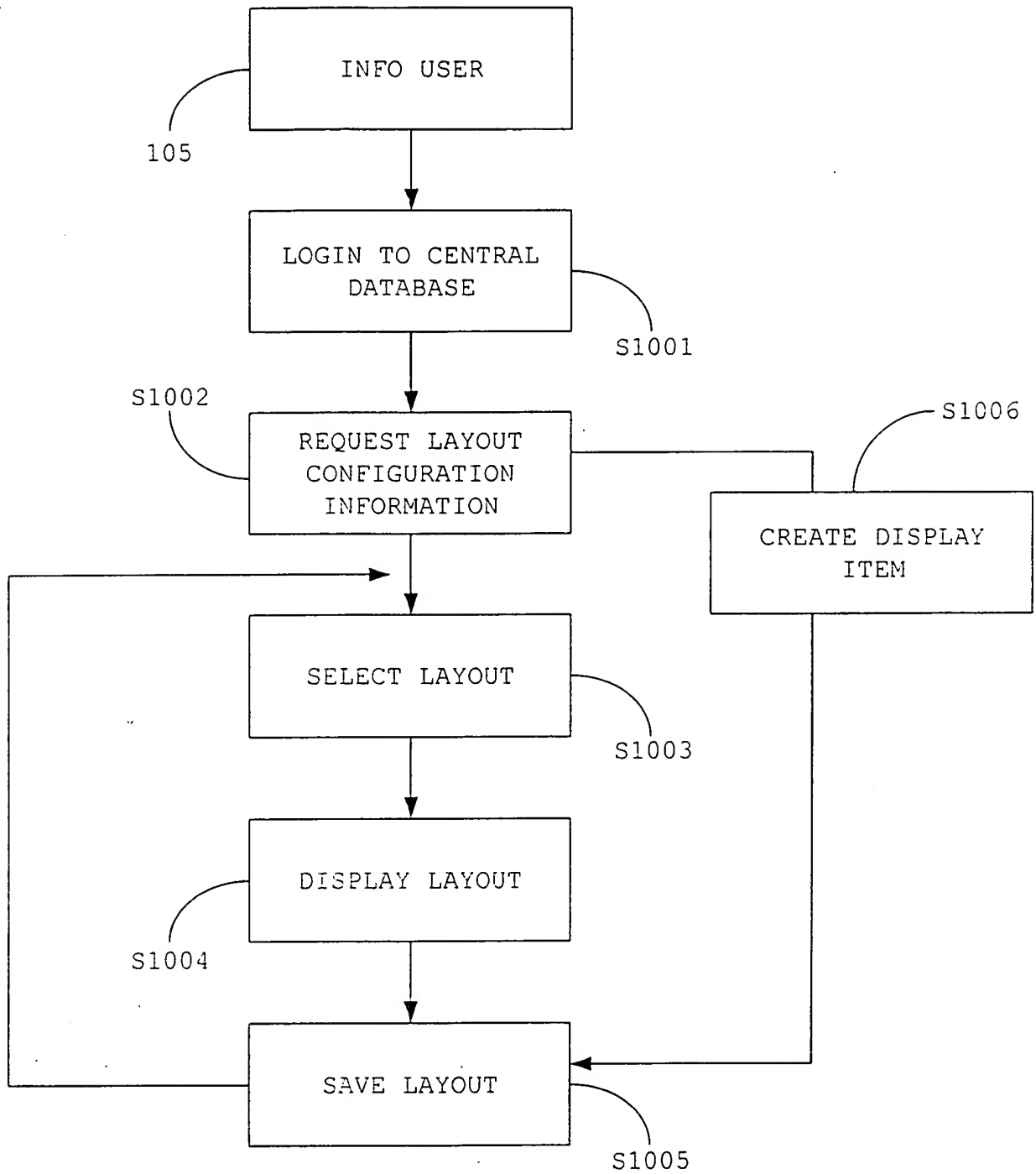


FIGURE 10B

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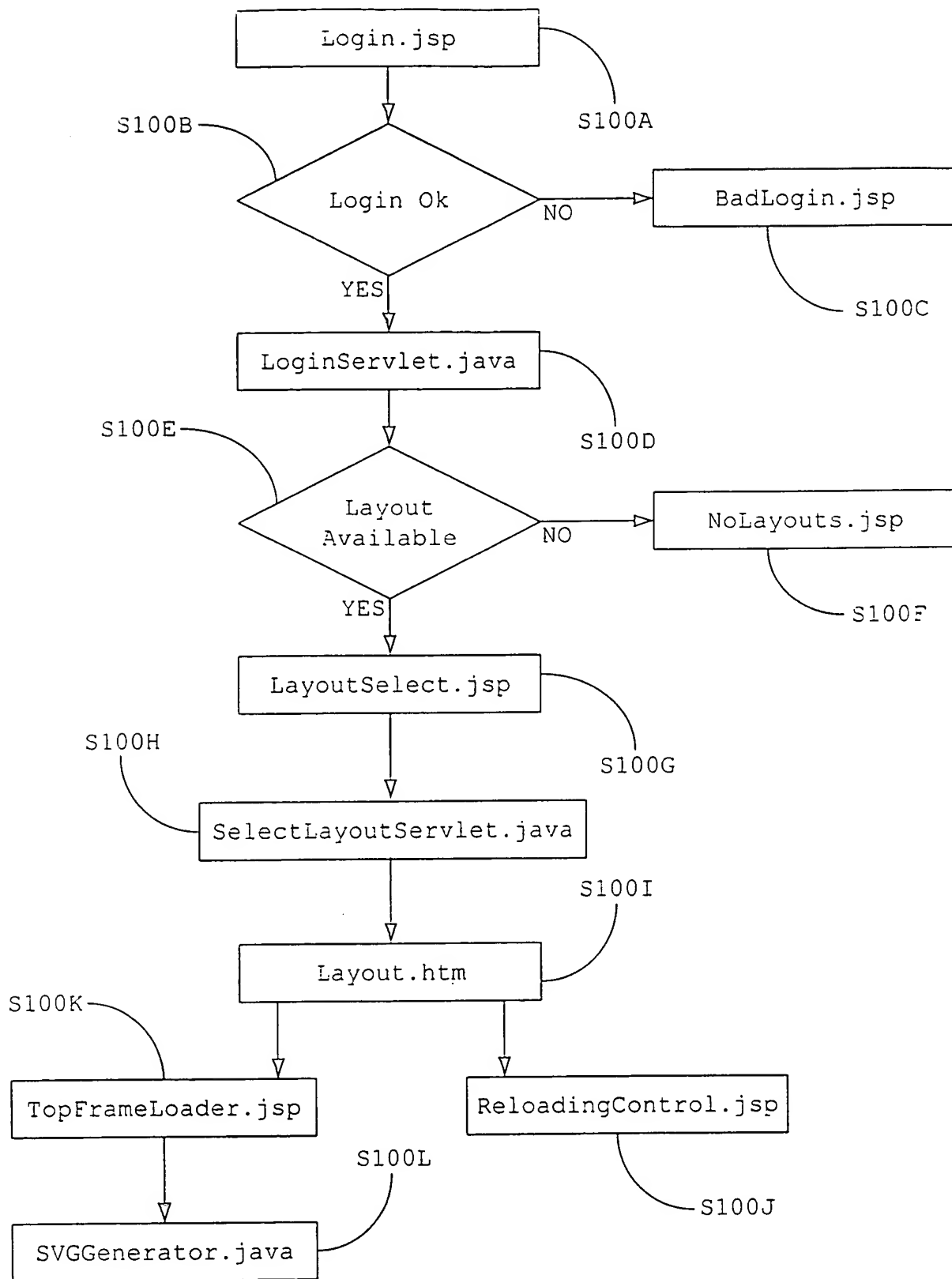


FIGURE 10C

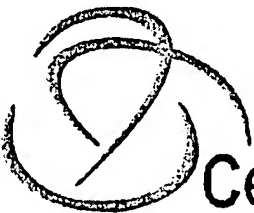
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Info User Login Page: Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://csdemo:8080/InfoUserServer/login.jsp Go Links



Centergistic Solutions™

Username

Password

Login

Done Local intranet

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FIGURE 11A

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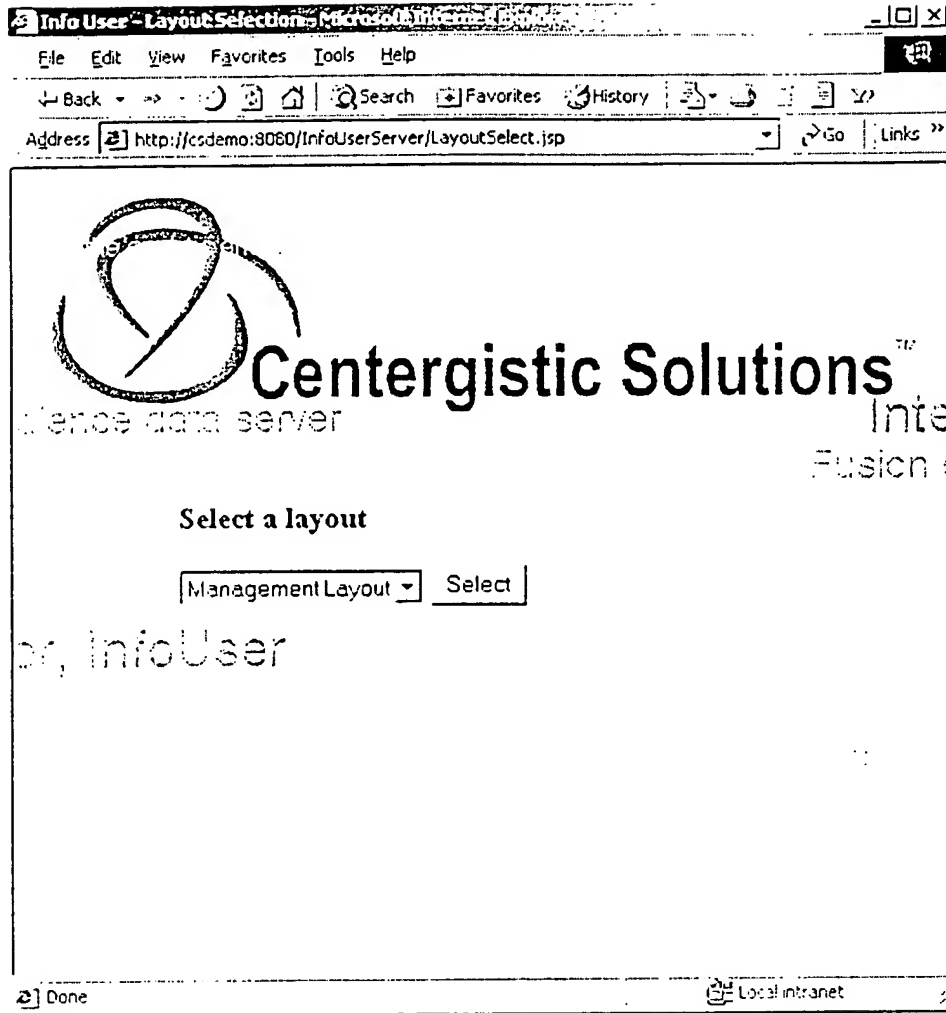


FIGURE 11B

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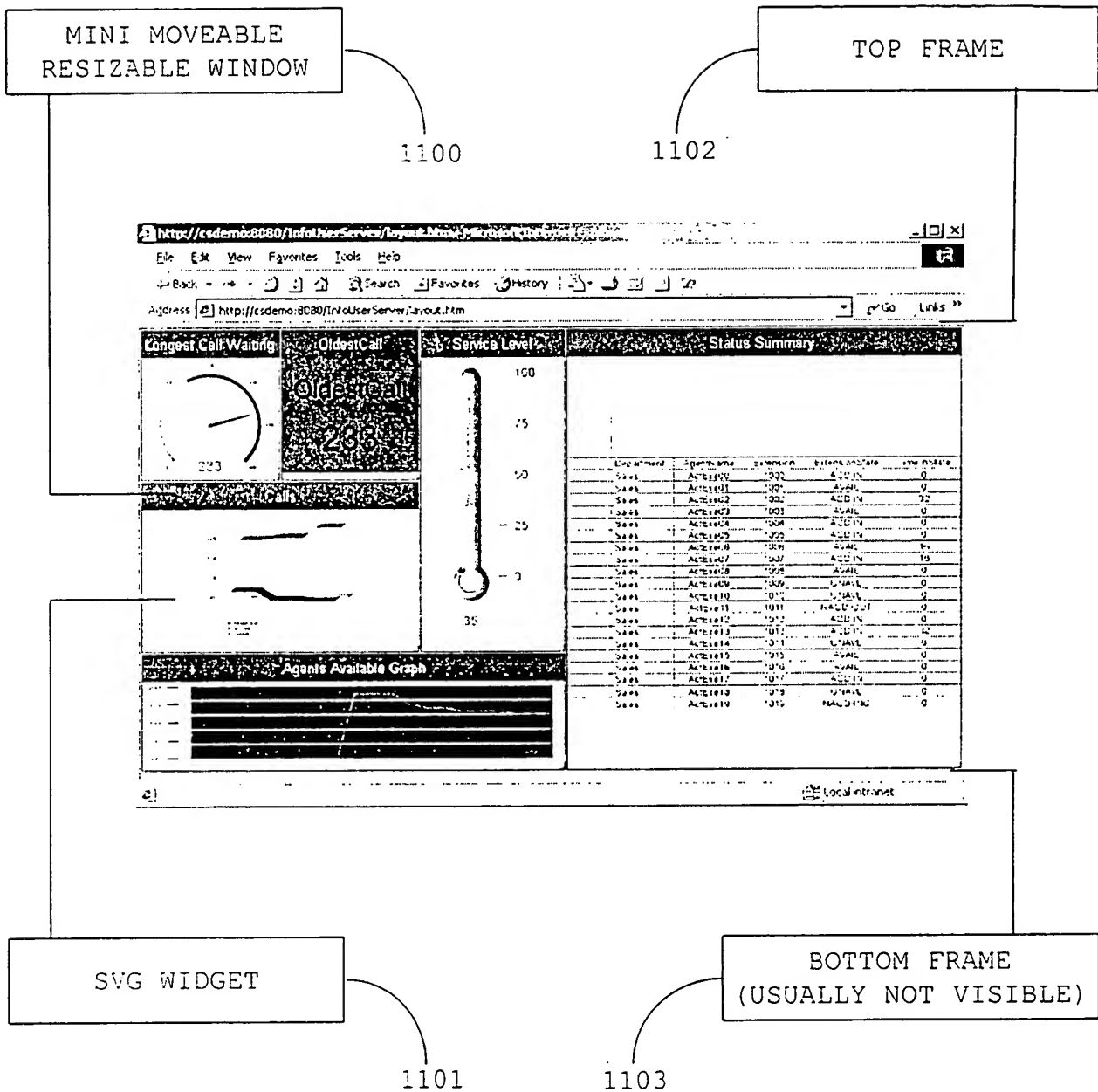


FIGURE 11C

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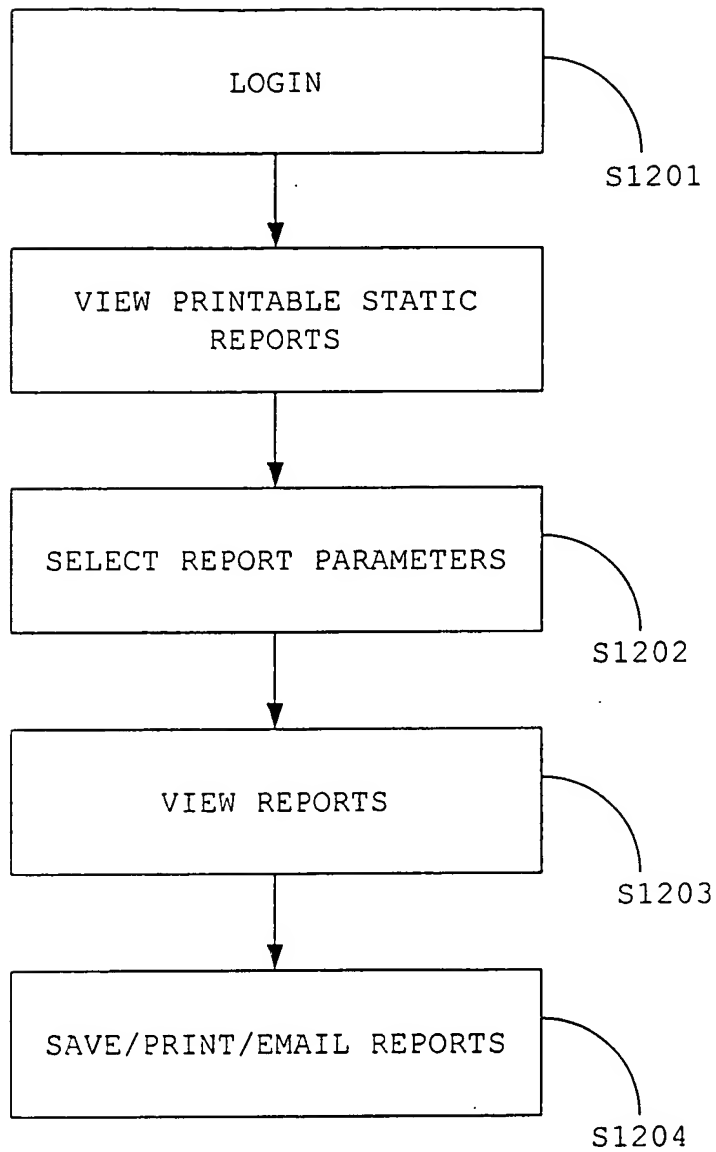


FIGURE 12

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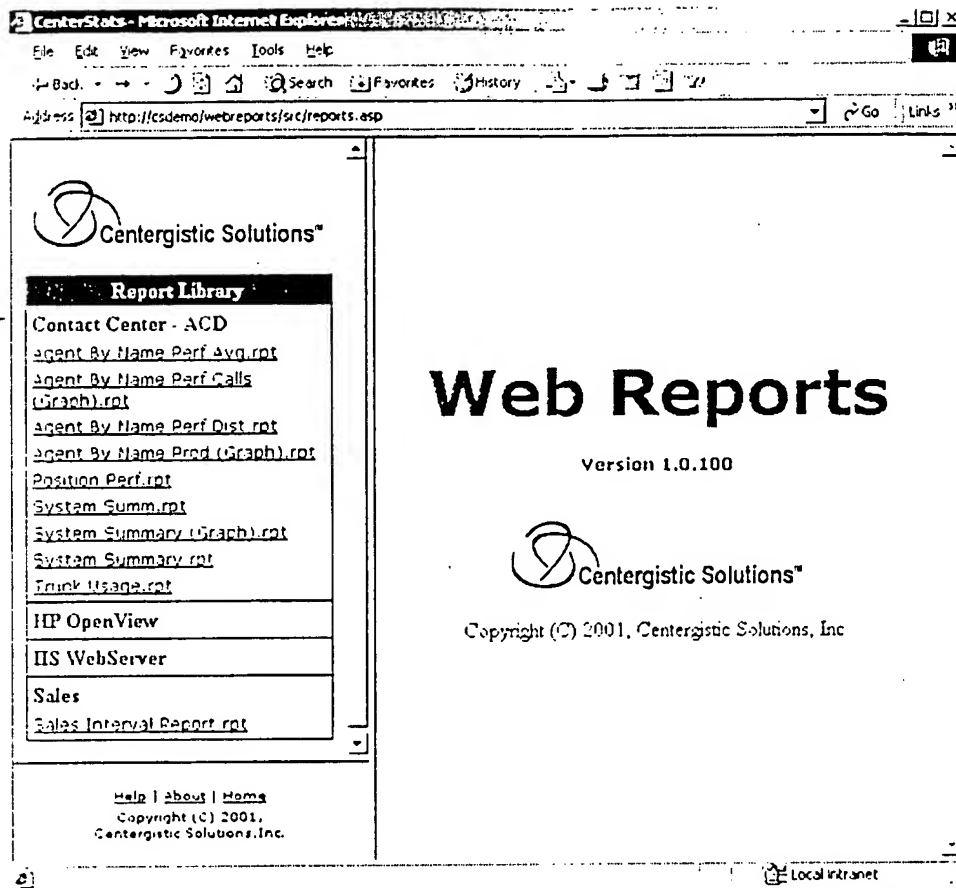


FIGURE 12A

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CenterGate - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://cdmofwtrpoc1/jac/reports.asp

Centergistic Solutions®

Report Library

- Contact Center - ACD
- Agent By Name Perf Avg.rpt
- Agent By Name Perf Calls (Graph).rpt
- Agent By Name Perf Cust.rpt
- Agent By Name Prod (Graph).rpt
- Position Perf.rpt
- System Summary.rpt
- System Summary (Graph).rpt
- System Summary.rpt
- Trunk Usage.rpt
- HP OpenView
- ITS WebServer
- Sales
- Sales Interval Report.rpt

Help | About | Home
Copyright (C) 2001
Centergistic Solutions, Inc.

Sales Interval Report.rpt

Report Parameters

Start Date: 10/16/2001

End Date: 10/16/2001

Start Time: HH: MM: SS: 09: 00: 00

End Time: HH: MM: SS: 10: 00: 00

SKU: 30-986-A-565
30-986-A-566
30-986-A-567

☐ Html page ☐ Html Frame ☒ ActiveX Control ☐ Java Applet

Local intranet

FIGURE 12B

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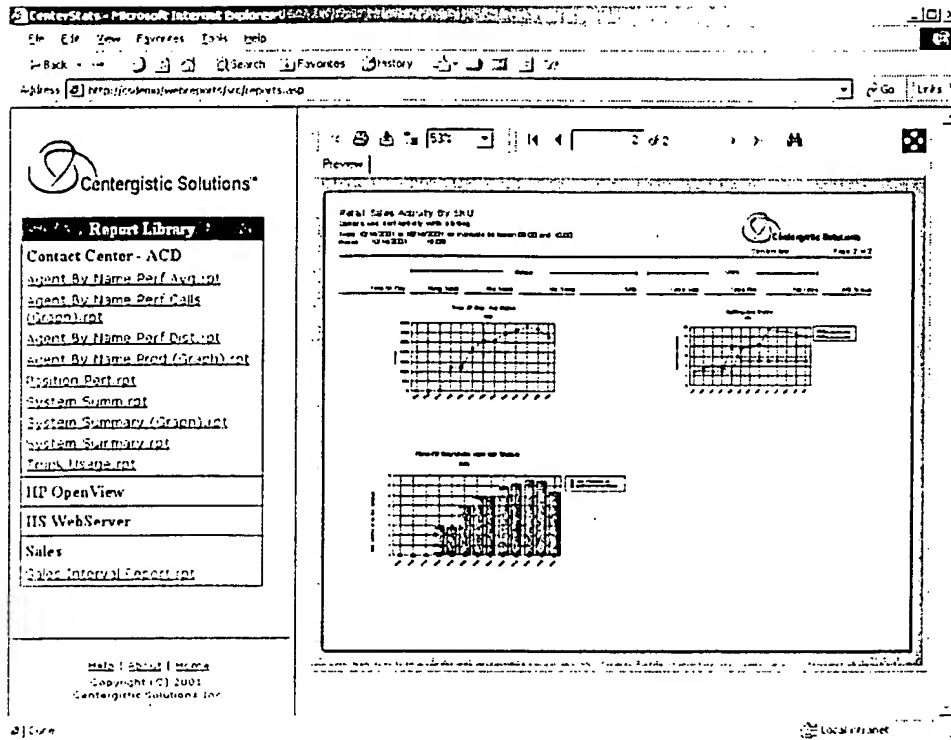


FIGURE 12C

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Http://localhost/webreports/src/login.asp - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print

Address http://localhost/webreports/src/login.asp Go Links

Centergistic

S O L U T I O N S

Web Reports

Username

Password

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www.centergistic.com

Local intranet

FIGURE 13A

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Internet Explorer - Microsoft Internet Explorer

Address: http://cscodm1-01.computer/Reports.asp

Agent By Name Perf Avg.rpt

Report Parameters

Start Date: 10/13/2002

End Date: 10/14/2002

Start Time: HH: MM: SS: 00: 00: 00

End Time: HH: MM: SS: 17: 00: 00

Login Agent/Name(s):

View Report ☐ HTML page ☐ HTML Frame ☐ ActiveX Control ☐ Java Applet

Microsoft Internet Explorer

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FIGURE 13B

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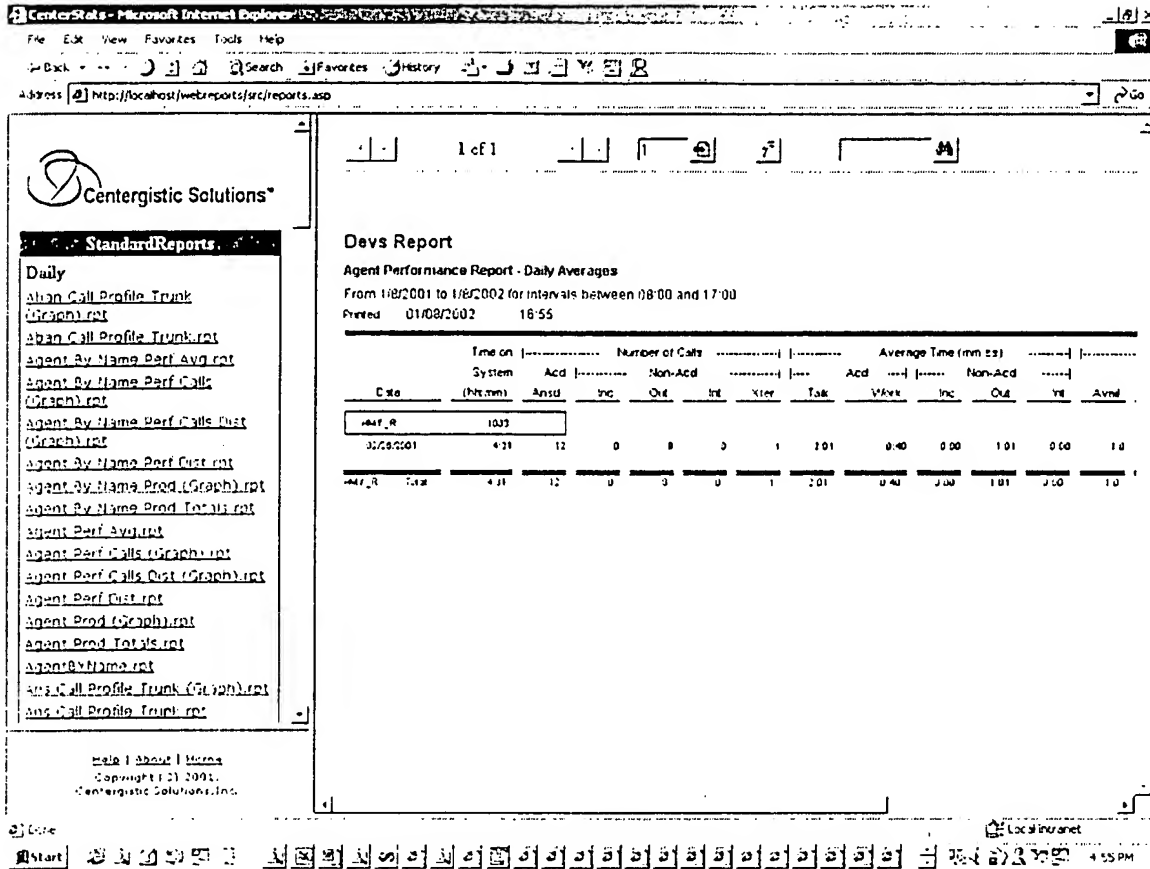


FIGURE 13C

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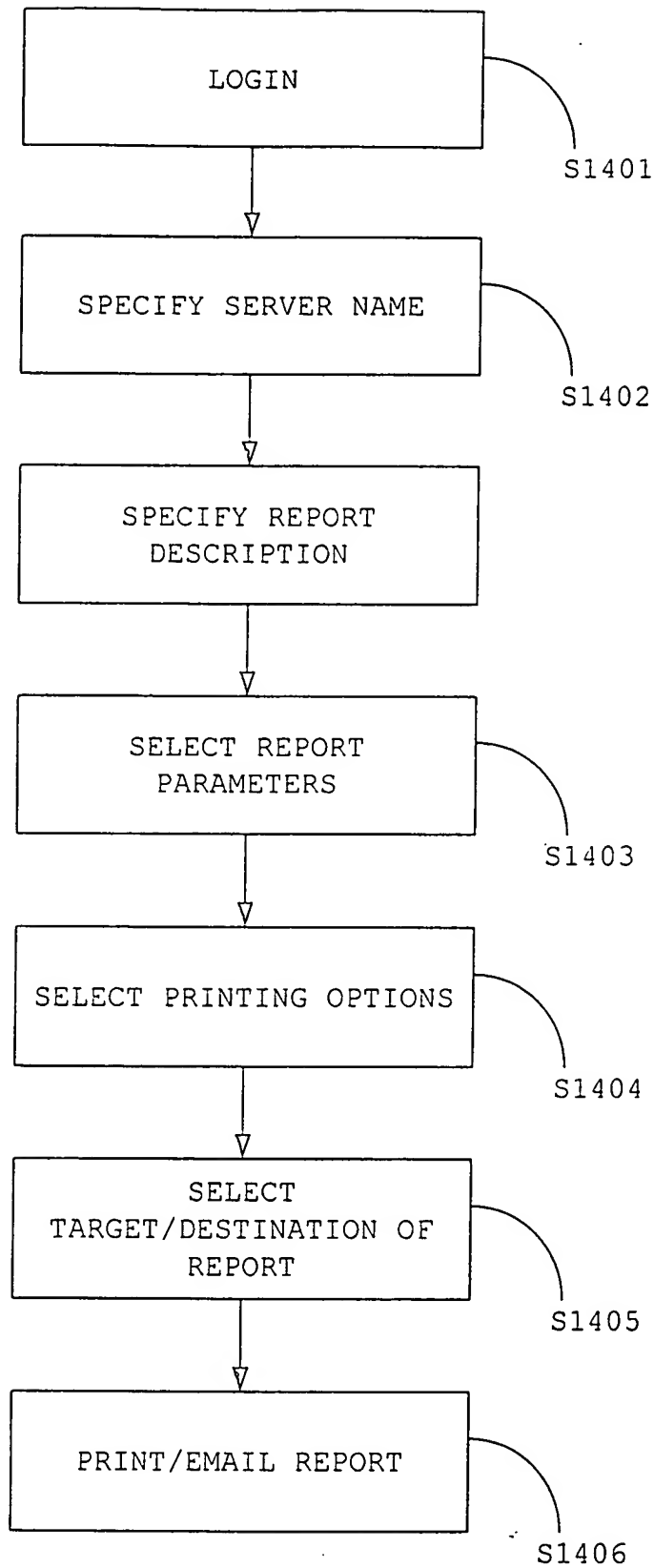


FIGURE 14

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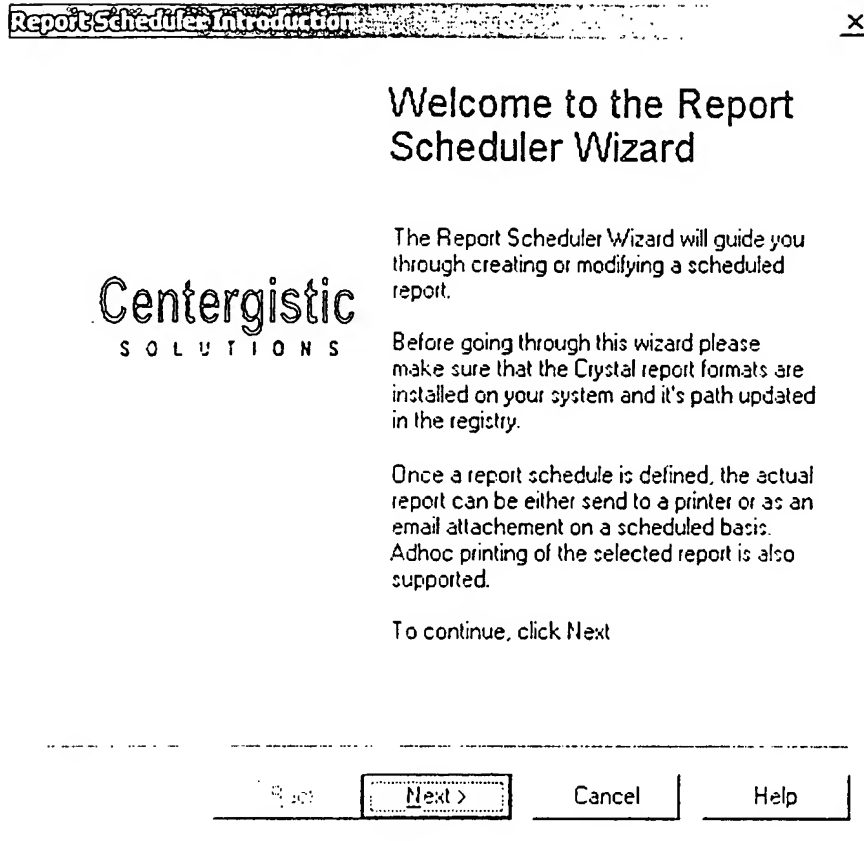



FIGURE 14A

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Select Server Name and Report File x



Please specify a report file name and a short description for it.
This screen also allows the user to choose a server name for which the schedule of the selected report format is going to be defined. The default is the name of the machine from where the application is currently running.

- Server/Report File -

Server Name :

Report Description :

Report File Name :
 ...

< Back Next > Cancel Help

FIGURE 14B

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Report Scheduler

Report Server Name:

List of Scheduled Reports:

Report Description	Report File	Start Date	End Date	On	At
Agent By Name Performance Daily Average	Agent By Name Perf Avg.rpt	10/09/2001	10/31/2001	M,T,W,Th,F	10:00 PM
Agent Performance Interval Report	Agent by Name Perf.rpt	12/11/2001	12/31/2001	M,T,W,Th,F	02:30 PM
Agent Performance Interval Report	Agent by Name Perf.rpt	10/09/2001	10/31/2001	M,T,W,Th,F	07:00 PM
Agent Productivity Monthly Report	Agent By Name Prod.rpt	01/02/2002	01/15/2002	M,T,W,Th,F	02:33 PM
Answered Call Profile ACD Group Interval	Ans Call Profile ACD Group.rpt	10/08/2001	10/31/2001	M,T,W,Th,F	12:00 PM
Answered Call Profile ACD Group Monthly	Ans Call Profile Plus.rpt	10/25/2001	10/25/2001	M,T,W,Th,F	11:00 AM
System Summary Daily Report	System Summary.rpt	10/09/2001	12/31/2001	M,T,W,Th,F	03:00 AM

Selected Targets:

Printer(s):


Email Recipient(s):

☒ OK
☐ Close
☐ Help
☐ Print/Email

FIGURE 14C

63/105

Define Report Parameters [X]

 This screen shows the list of parameters defined for the selected report file. Please specify a value for each of them. These parameter values are required to retrieve the actual data from the database to print the report. Improper setting of these parameters will result in a failure to generate the report.


Report Parameters

Start date :	Start Time :
<input type="text" value="BEGINNING OF CURRENT YEAR"/>	<input type="text" value="8:00:00 AM"/>
End Date :	End Time :
<input type="text" value="TODAY"/>	<input type="text" value="5:00:00 PM"/>
Logon.AgentName(s):	
<input type="text" value="AMY_R, ANA, BERONICA"/>	

< Back Next > Cancel Help

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Set Printing Options [X]

 This screen allows the user to specify the printing options for the selected report. These values are required to set the printing schedule. To print reports at intervals, specify the required options. Invalid setting of these values will result in a failure of printing the report.

Date

Start Date: 12/11/2001

End Date: 12/31/2001

Time

StartTime: 2:30:00 PM

☐ Enable Interval Printing

Every (hh:mm) 01:00 Until (hh:mm) 05:00 PM

Days


☐ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☐ Sat

< Back Next > Cancel Help

FIGURE 14E

65/105

Select the target of the scheduled report [X]



This screen allows the user to specify the target where the scheduled report is going to be directed. You can direct it to one or multiple printers across the network and/or can send it as an email attachment to any number of recipients. The format in which the report is going to be exported can also be specified.

Recipient

☒ **Printer**

☒ **Email**

Select Printers

\\NTSERVER-IRVINE\HPLJ_4PLUS

Email Properties

Export Type: Rich Text Format (RTF)

To: kghosh@centergistic.com

CC:

Subject: Test

< Back Finish Cancel Help

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FIGURE 14F

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Report Scheduler

Report Server Name: []

[Refresh] [+ Add] [Edit] [X Delete]

List of Scheduled Reports:

Report Description	Report File	Start Date	End Date	On	At
Agent By Name Performance Daily Average	Agent By Name Perf Avg.rpt	10/03/2001	10/31/2001	M,T,W,Th,F	10:00 PM
Agent Performance Interval Report	Agent by Name Perf.rpt	12/11/2001	12/31/2001	M,T,W,Th,F	02:30 PM
Agent Performance Interval Report	Agent by Name Perf.rpt	10/03/2001	10/31/2001	M,T,W,Th,F	07:00 PM
Agent Productivity Monthly Report	Agent By Name Prod.rpt	01/02/2002	01/15/2002	M,T,W,Th,F	02:33 PM
Answered Call Profile ACD Group Interval	Ans Call Profile ACD Group.rpt	10/03/2001	10/31/2001	M,T,W,Th,F	12:00 PM
Answered Call Profile ACD Group Monthly	Ans Call Profile Plus.rpt	10/15/2001	10/25/2001	M,T,W,Th,F	11:00 AM
System Summary Daily Report	System Summary.rpt	10/03/2001	12/31/2001	M,T,W,Th,F	03:00 AM

Selected Targets:

Printer(s): [WNTSERVER-IRVINE\HFWL_JPLUS]

Email Recipient(s): [kghosh@centergistic.com]

[OK] [Close] [Help] [Print/Email]

213C 213D 213

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FIGURE 15A

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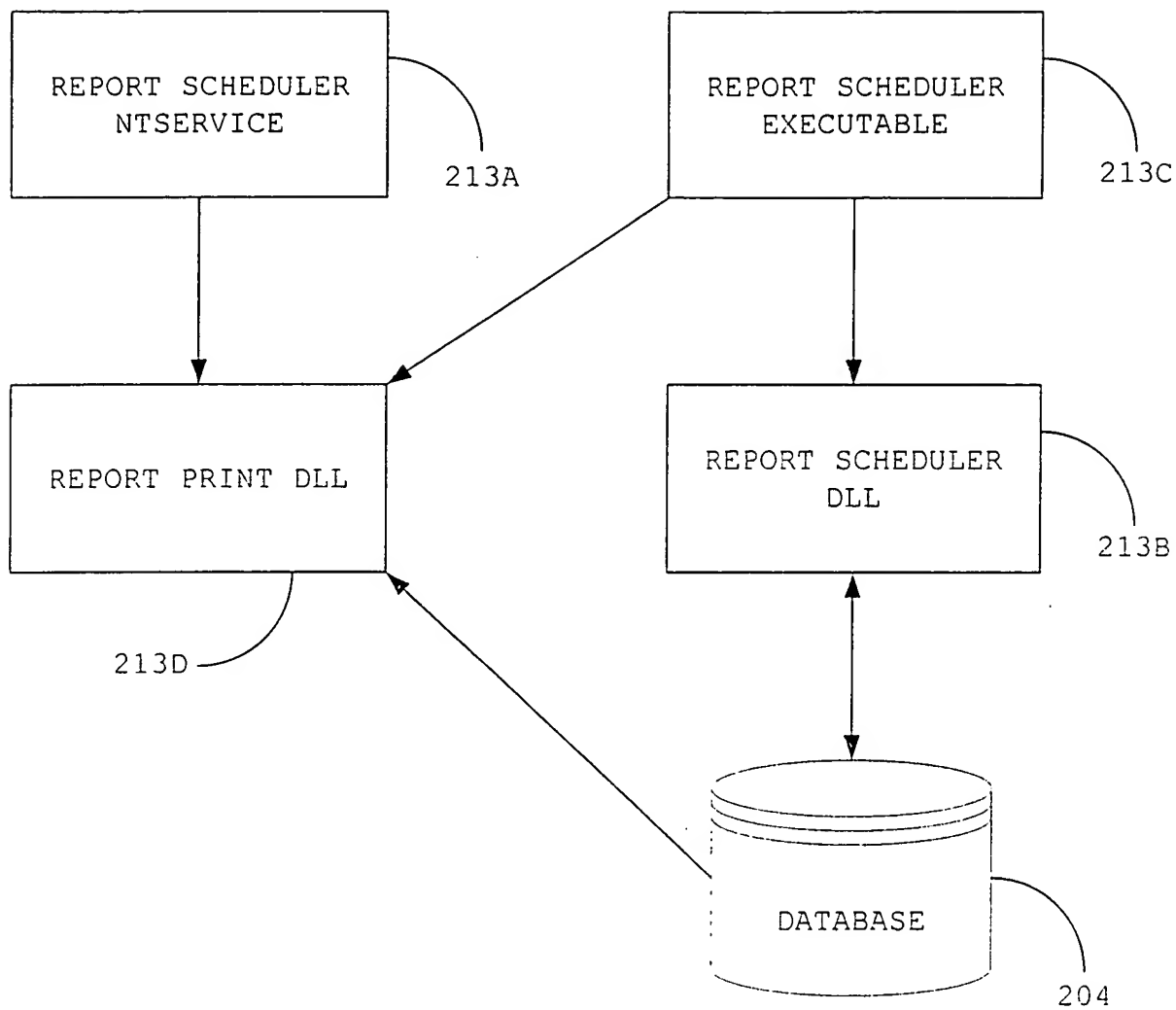


FIGURE 15B

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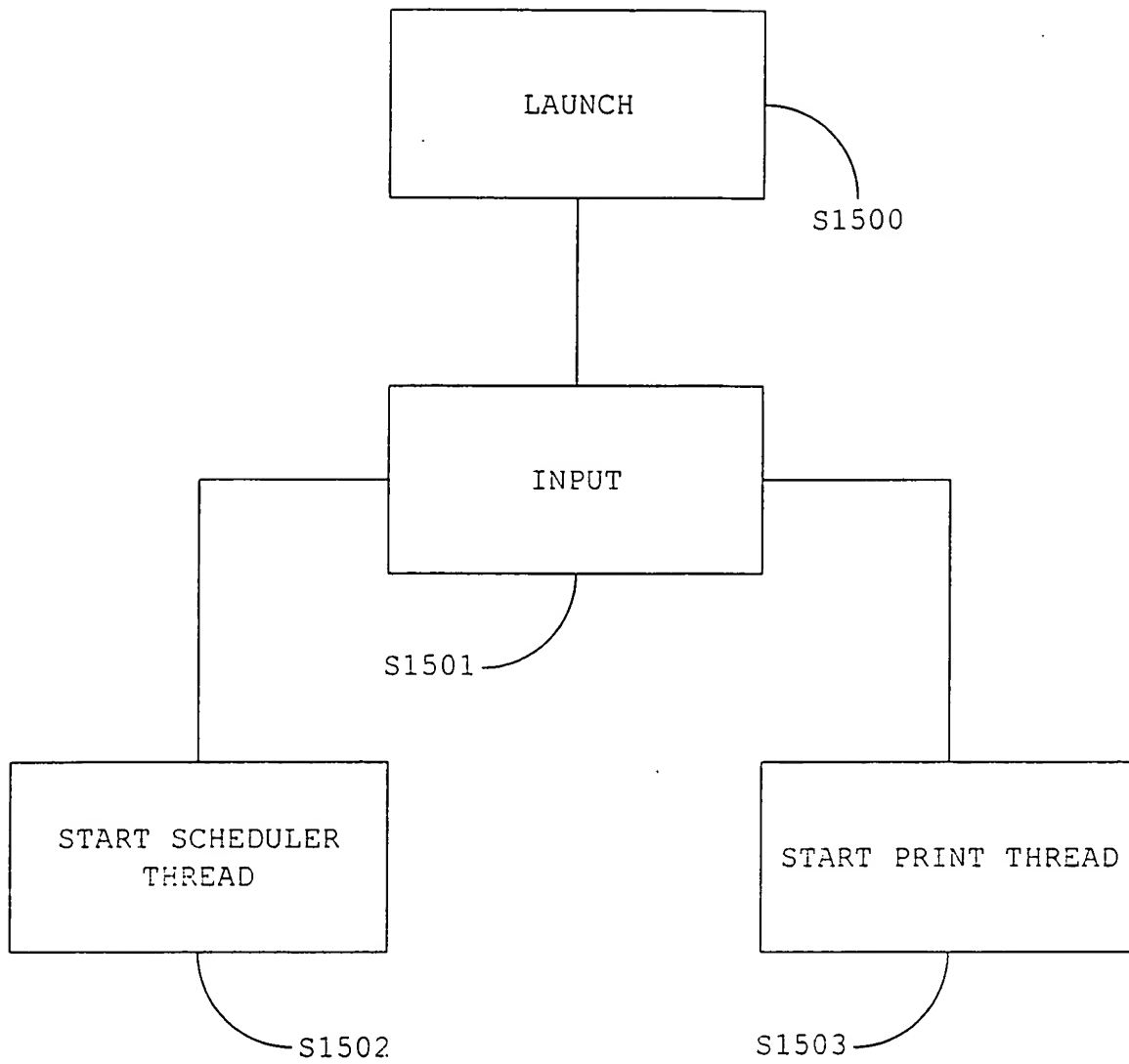


FIGURE 15C

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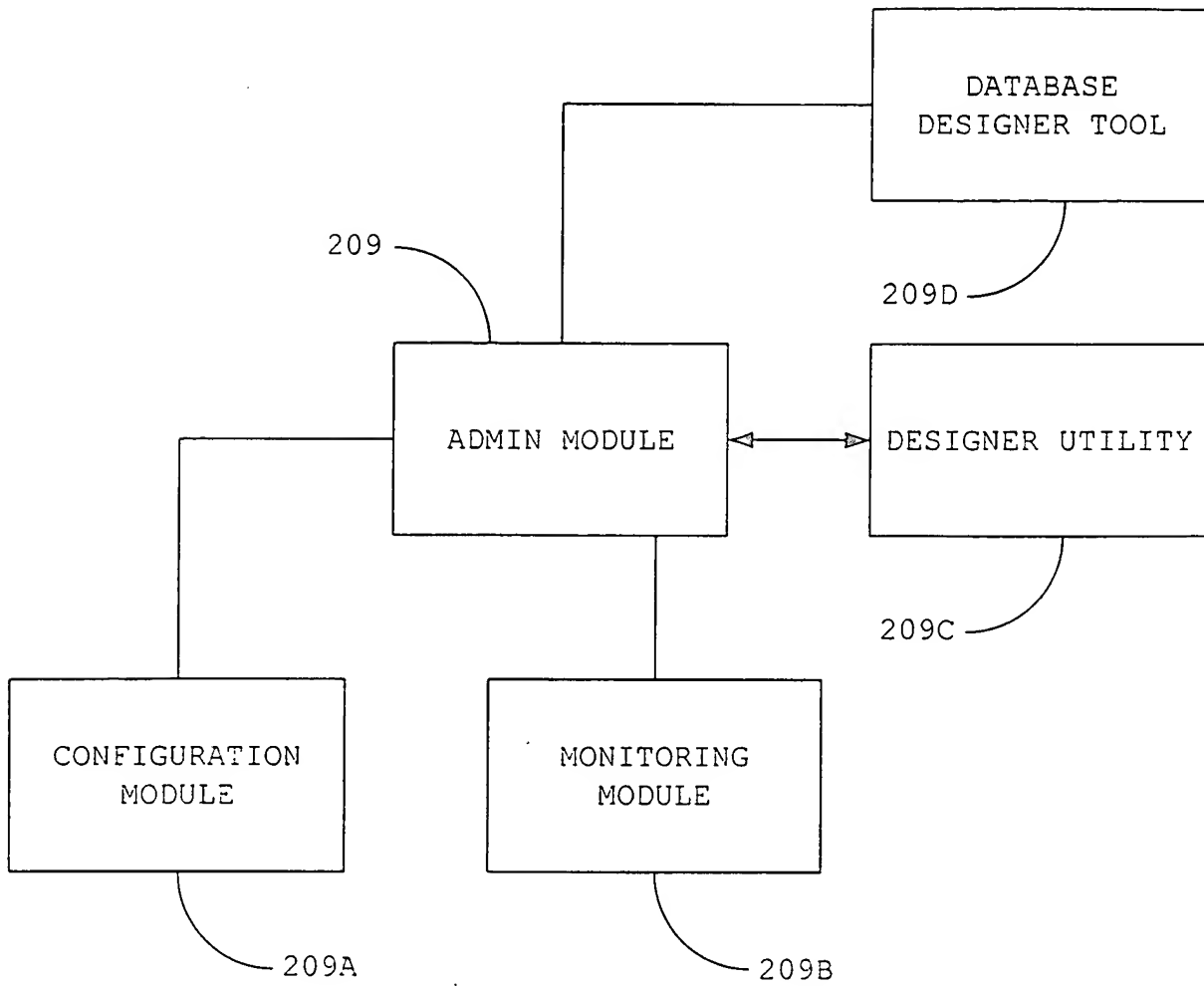
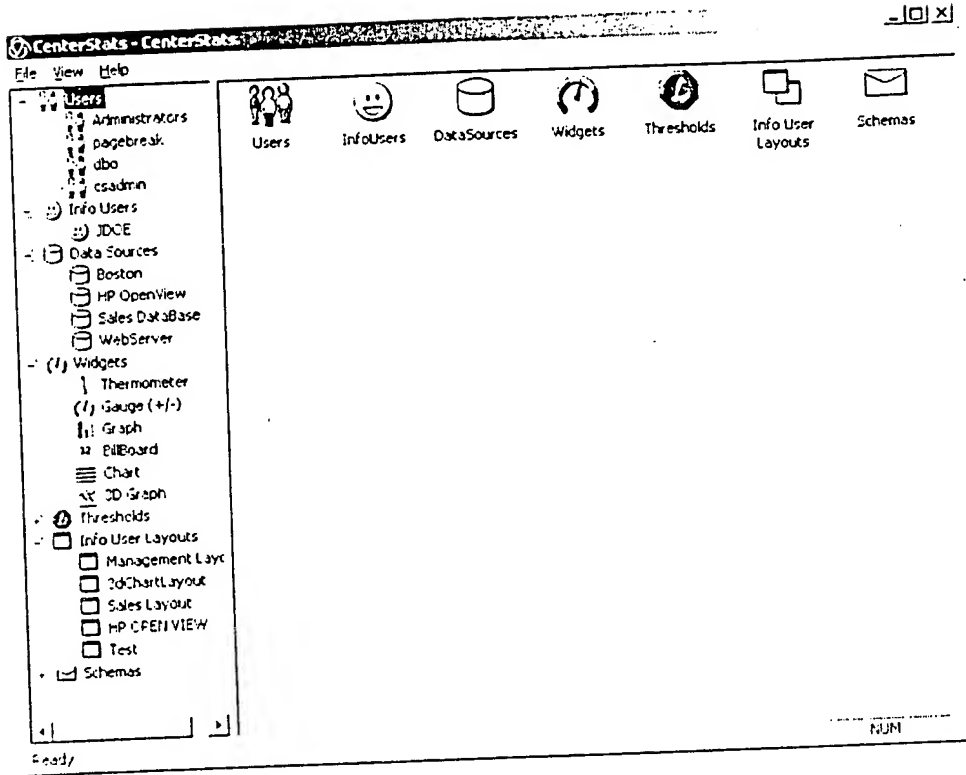


FIGURE 16

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
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Reg No: 39,535

FIGURE 16A





Select Display Items


Display Items Selection
This page allows selection of display items that will go in the layout and any restrictions on that instance for this layout.


Unselected










 Calls

Add 
 Selected

Del 

Selected	
 Average Processi...	 Agents Available
 Revenue	 Sales Chart
 Agent State	 Longest Call
	 Service Level

Help

FIGURE 16B

72/105

csDTSDesigner - [] x

Select a DSN for the source database Inventory

☐ Database connection uses NT authentication

☒ Use additional information given below

User csadmin

Password *****

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FIGURE 16C

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Source Tables & Views [X]

Tables	Views
<input type="checkbox"/> Table 1	<input type="checkbox"/> View 1
<input checked="" type="checkbox"/> Table 2	<input checked="" type="checkbox"/> View 2
<input type="checkbox"/> Table 3	<input checked="" type="checkbox"/> View 3
<input type="checkbox"/> Table 4	<input type="checkbox"/> View 4
<input type="checkbox"/> Table 5	<input type="checkbox"/> View 5

Back **Next** Cancel Help

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FIGURE 16D

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Dialog Caption [X]

Columns from Source Tables Columns in the CenterStats database

Column	Data Type		Column	Data Type
Table 1.Column 1	Float	=====	DTS 1.Column 1	Long
Table 1.Column 1	Int64	=====	DTS 1.Column 1	Int
Table 1.Column 1	Int	=====	DTS 1.Column 1	Int
Table 1.Column 1				

◀ | | ▶ ▶ | | ▶

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FIGURE 16E

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Database Login [X]

Database Connection: **omega13**

Options: LocalServer
new machine

☐ Database connection u **omega13**

☒ Use the additional information below to login

salesdemo

User Supplied Credentials

User: csadmin

Password: [REDACTED]

☒ Remember Password

OK Cancel Help

FIGURE 17A

76/105

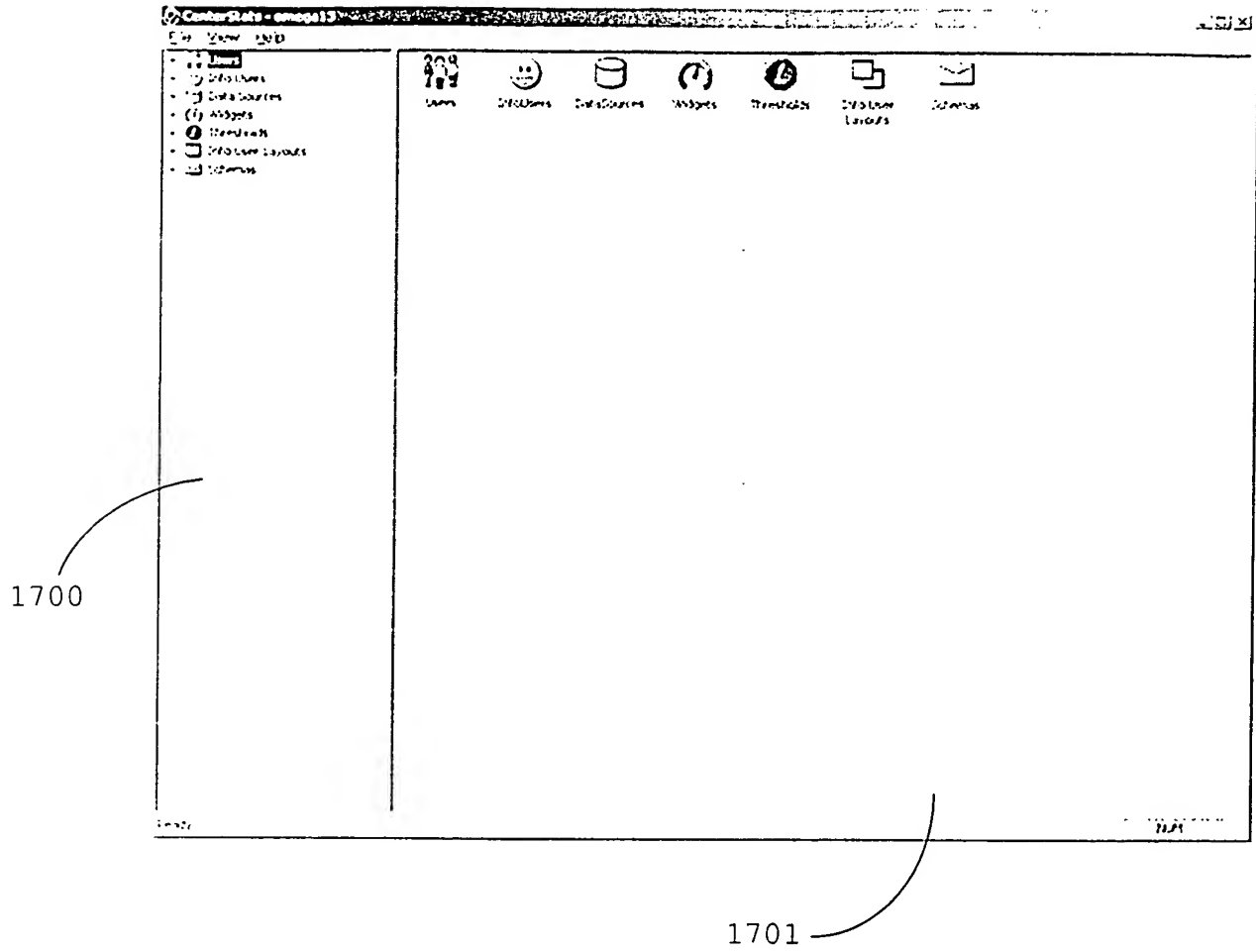
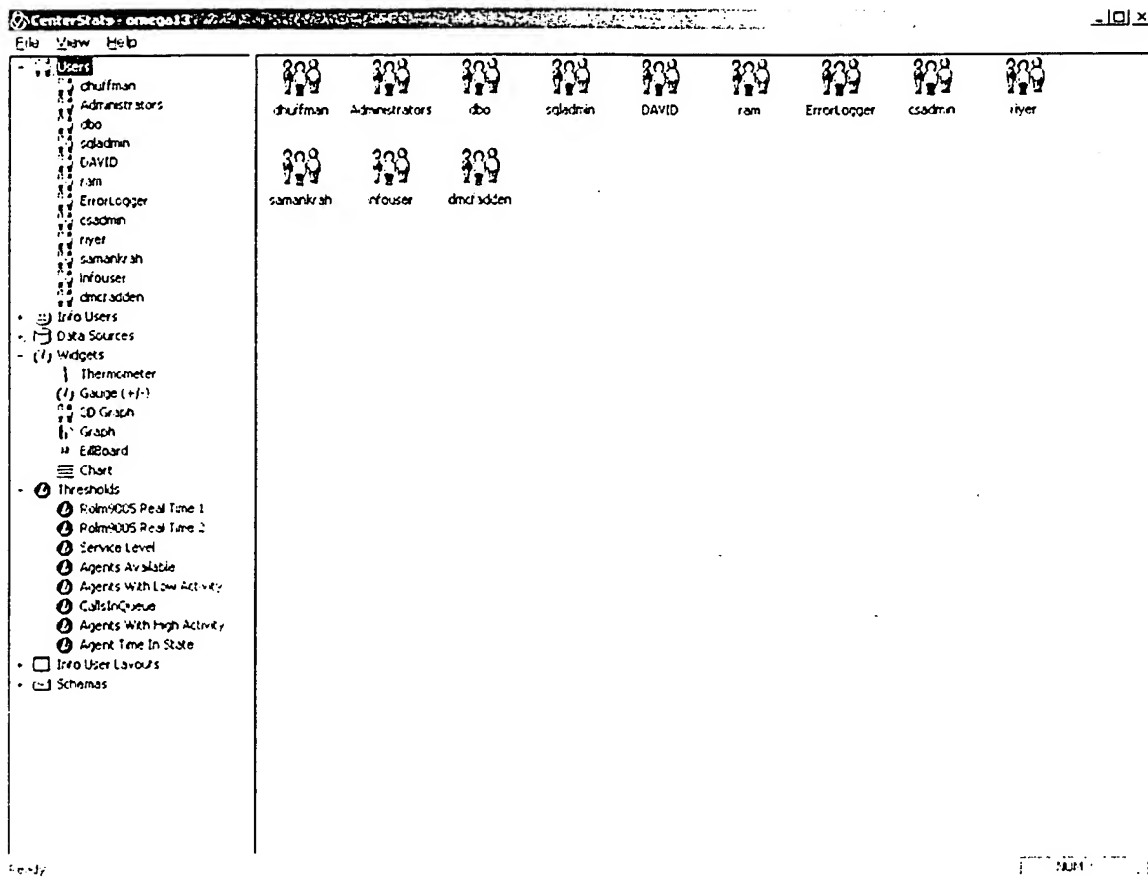


FIGURE 17B

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FIGURE 17C

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CenterState - omega13

File View Help

Name	Tables Granted Access
chuffman	BostonAgent Report
Administrators	BostonAll Tables
obo	BostonAnswered Calls
soladmn	BostonAnswered Calls Report
DAVID	BostonCalls Abandoned (Trunk Group)
ram	BostonCalls Answered (Trunk Group)
ErrorLogger	BostonCalls Overflowed (Trunk Group)
csadmin	BostonCurrent Status Detail
nyet	BostonCurrent Status Summary
samanth sh	BostonPosition Report
infouser	BostonSystem Summary
dmcradden	BostonTrunk Group (everything)
	BostonTrunk Group (no NULLs)
	BostonTrunk Group Usage

Users
 Info Users
 Data Sources
 Widgets
 Thermometer
 Gauge (+/-)
 3D Graph
 Graph
 EtlBoard
 Chart
 Thresholds
 Palm9005 Real Time 1
 Palm9005 Real Time 2
 Service Level
 Agents Available
 Agents With Low Activity
 CallsInQueue
 Agents With High Activity
 Agent Time In State
 Info User Layouts
 Schemas

Ready

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FIGURE 17D

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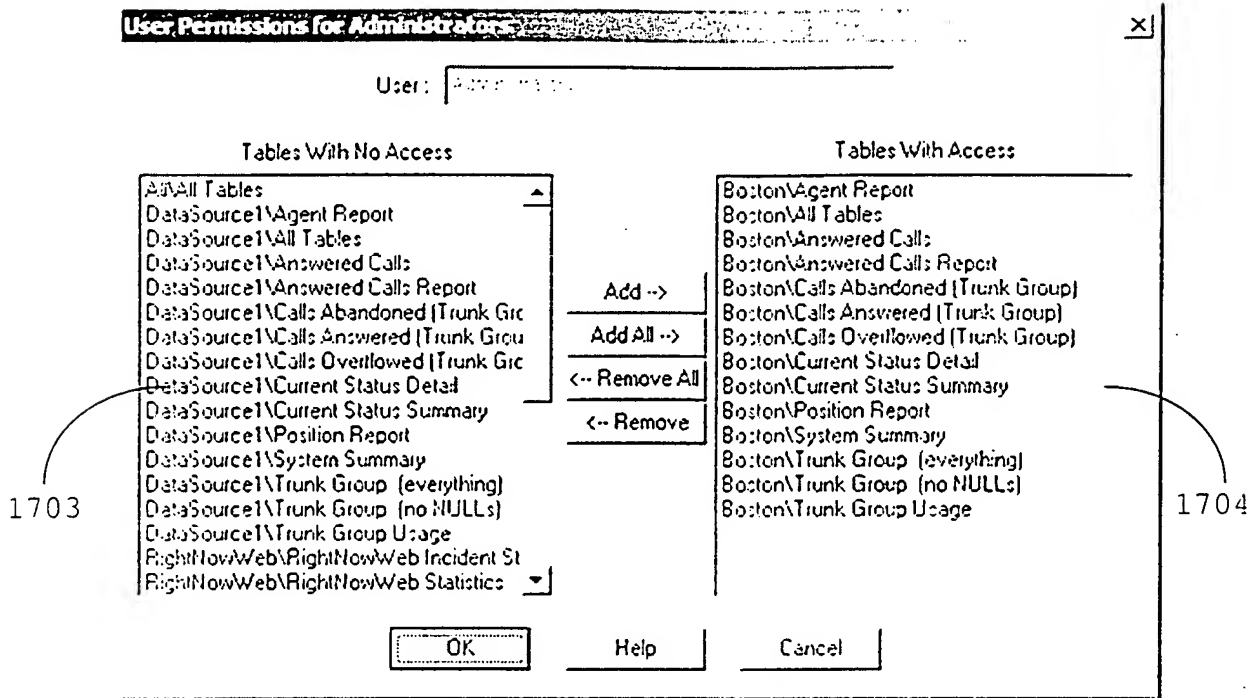


FIGURE 17E

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CenterState - omega12

File View Help

Users

- chaitman
- Administrators
- dbo
- saladmin
- DAVID
- ram
- ErrorLogger
- csadmin
- invest
- samankrsh
- infouser
- dmcladden

Info Users

Data Sources

- Boston
- DataSource1
- FlightNowWeb
- Test

Widgets

- Thermometer
- Gauge (+/-)
- 2D Graph
- Graph
- EdBoard
- Chart

Thresholds

- Polms005 Real Time 1
- Polms005 Real Time 2
- Service Level
- Agents Available
- Agents With Low Activity
- CallsInQueue
- Agents With High Activity
- Agent Time In State

Info User Layouts

Schemas

ID	Active	Name	GMT Adjustment	Collector Module
5	Yes	Test	0	PseudoPolm9005.dll
6	Yes	FlightNowWeb	0	csDtsSchdl.dll
7	No	DataSource1	0	csRalm9005.dll
1	Yes	Boston	-360	csRalm9005.dll

1705

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FIGURE 17F

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Connections for Boston

Connections currently associated with this datasource

ID	Data Source	Name	Connection Number
117	Boston	COM1	1
124	Boston	Herb	3
121	Boston	TEST	2

Name:

Connection Login:

User Name:

Password:

Login Script:

Communication Options

Communication:

Host IP:

Port:

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FIGURE 17G

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Data Source Management			
Data Source			
Edit the name, module, or time adjustment for Greenwich Mean Time			
Name:	Boston	Type:	cs:9005
Module:	cs:Rdm9005.dll	GMT Adjust:	-360
<input checked="" type="checkbox"/> Active			
Collections			
Select a report name to edit, delete, or add schedules for this data source			
Report Name:		ID:	
Connection	<div> Abandoned Call Profile ACD Position Performance Agent Performance Answered Call Profile Answered Call Profile ACD Current Status Overflowed Call Profile System Summary Trunk Usage </div>	Collected	
Schedule:		Connection:	
Objects:		<input type="checkbox"/> Active	
Refresh		Commit	Reset Change Delete
Schedules	Connections	Existing Reports	OK Cancel

FIGURE 17H

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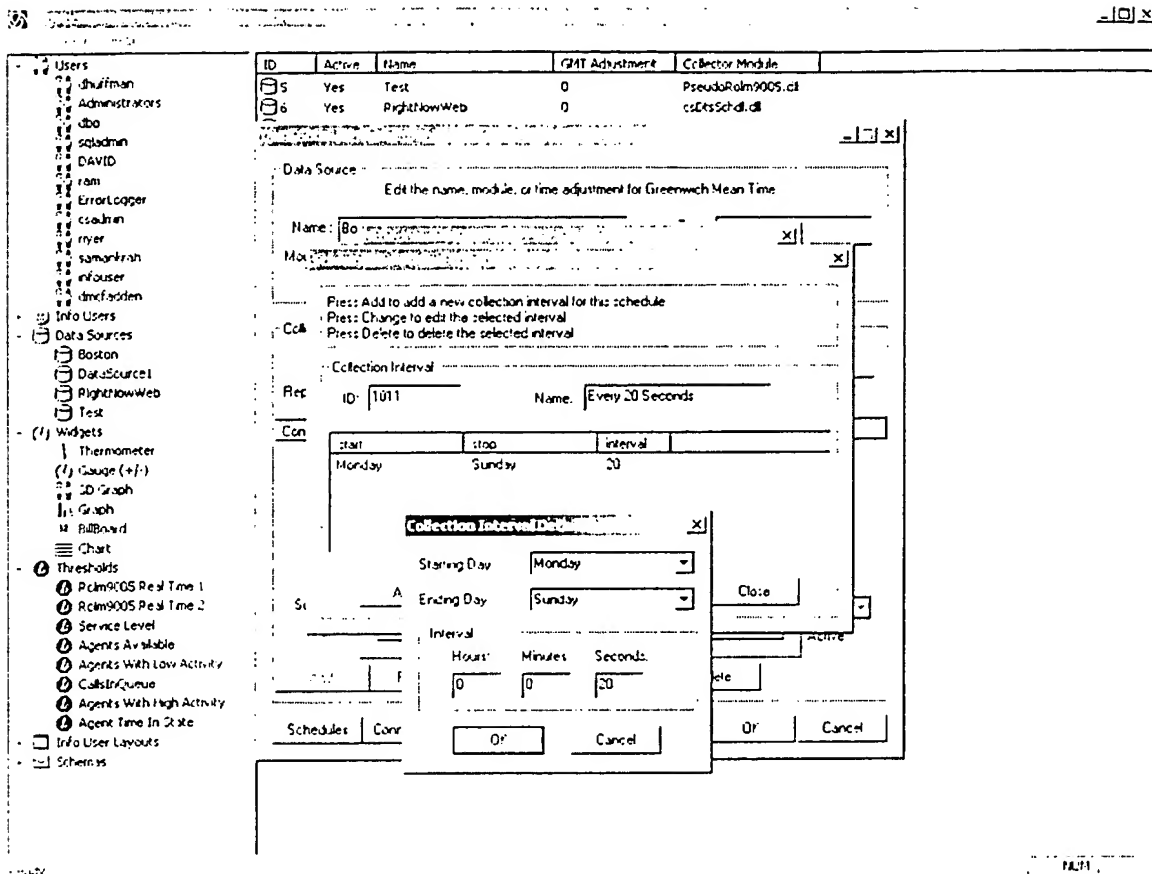


FIGURE 17I

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CenterStats - omega12

File View Help

- Users
- Info Users
- Data Sources**
- Widgets
 - Thermometer
 - Gauge (+/-)
 - 3D Graph
 - Graph
 - Board
 - Chart
- Thresholds
- Info User Layouts
- Schemas

ID	Active	Name	GMT Adjustment	Collector Module
5	Yes	Test	0	PseudoRdm9005.dll
6	Yes	RightNowWeb	0	csDtsSchdl.dll
7	No	DwsSource1	0	csRdm9005.dll
1	Yes	Boston	-360	csRdm9005.dll

Ready

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FIGURE 17K

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CenterState - omega13				
File View Help	InstanceID	Name	Description	Login
Users	(/)/10083	testing	aggregate	GlobalDefault
Info Users	(/)/10082	testing functionality	testing widget creation fu...	GlobalDefault
Data Sources	(/)/10096	Agents Available	Agents Available Gauge	GlobalDefault
Widgets	(/)/10096	Agent In State	Testing threshold levels	GlobalDefault
Thermometer	(/)/10081	TestGauge	Testing thresholds on gau...	GlobalDefault
Gauge (4/3)	(/)/10078	FAQ Total Hits	Testing Rightnow Web Inc...	GlobalDefault
3D Graph	(/)/10072	testwidget1	infouserestwidget1	GlobalDefault
Graph	(/)/10069	Anthony's Widget	Here is a widget based on...	GlobalDefault
Dashboard	(/)/10068	Longest Call Waiting	Shows how long the longe...	GlobalDefault
Chart	(/)/10012	FAQ Average Hits	Testing Rightnow Web Inc...	GlobalDefault
Thresholds	(/)/10071	Service Level Gauge	Shows the service level p...	GlobalDefault
Info User Layouts	(/)/10003			
Schemas				

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FIGURE 17L

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Property Value List		Property Value
Property ID	Property Name	
1015	Top	0
1016	Bottom	300
1017	Left	0
1018	Right	350
1019	InstanceName	Agents Available (Ave...
1020	WhereClause	0
1021	UserScreenID	327692
1022	DB_ObjectID	0
1023	PredefinedFlag	0
1024	PeriodTypeID	TODAY
1025	BeginningDateTime	TODAY
1026	EndingDateTime	1
1027	BorderFlag	16777215
1028	BackgroundColor	1644925
1029	ForegroundColor	3618615
1030	FrameColor	2960685
1031	GaugeFaceColor	1315860
1032	PenColor	6741856
1033	TextColor	0
1034	FrameBlink	0
1035	BackgroundBlink	0
1036	ForegroundBlink	0
1037	GaugeFaceBlink	
1038	SoundFile	
1039	VideoFile	1
1040	ShowWidgetLabelFlag	50
1041	MinWidth	50
1042	MinHeight	3055677
1050	OK_Color	2423797
1051	CautionColor	255
1052	DangerColor	16777215
1053	ArrowColor	15
1054	FirstPercent	20
1055	SecondPercent	32
1056	ThirdPercent	50
1057	OptimumValue	16777215
1058	PercentTextColor	

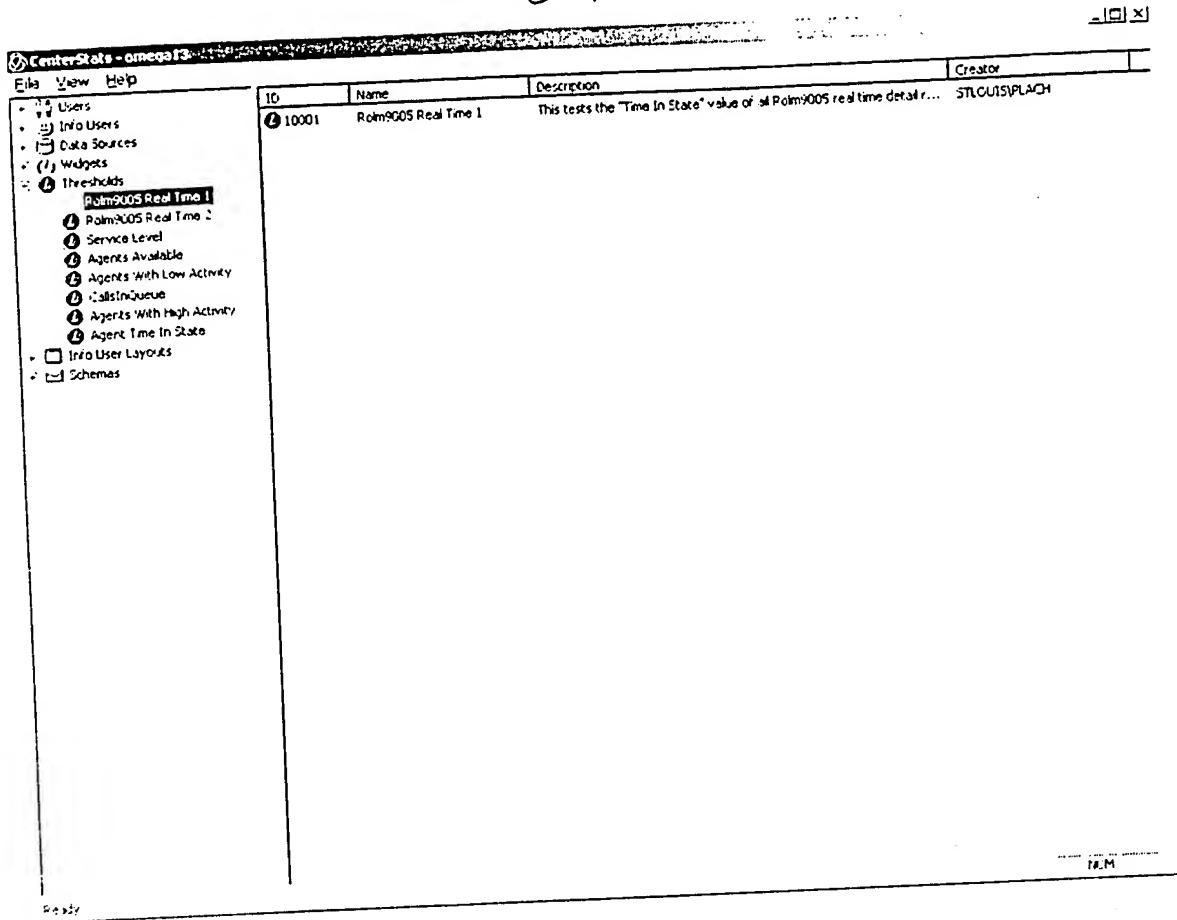
OK

Cancel

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FIGURE 17M

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FIGURE 17N

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X

Name and Type

Properties and Options:
This page selects how a threshold will be referred to in terms of name. Names should be unique to prevent confusion.

Name

Agent Time In State

Description

Threshold on how long an agent is in a state

< Back

Next >

Cancel

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FIGURE 170

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Sequences

Sequences

Sequences allow for increasing granularity of violations. Rather than telling when a value is above the optimal value, you can specify behavior for 10 over and 30 over.

Sequences

Schema

AgentState#1
AgentState#2
AgentState#3

Remove

Add

< Back

Next >

Cancel

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FIGURE 17P

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Criteria Specification

X

Criteria Add and Remove:

You can add criteria to a threshold to determine when it should activate. Each sequence can contain as many comparisons as needed. Comparisons are 'AND' together. Sequence one is considered the most restrictive by Power User.

Schema	Object	Column	Op	Value
AgentState#1	tblRlm9005Curre...	TimeInState	>	8
AgentState#2	tblRlm9005Curre...	TimeInState	>	7
AgentState#3	tblRlm9005Curre...	TimeInState	>	5

Schema
DataSource

AgentState#2
▼ Rolm9005 ▼

Object
▼

tblRlm9005CurrentStatus:Detail
▼

Field
Operator
Value

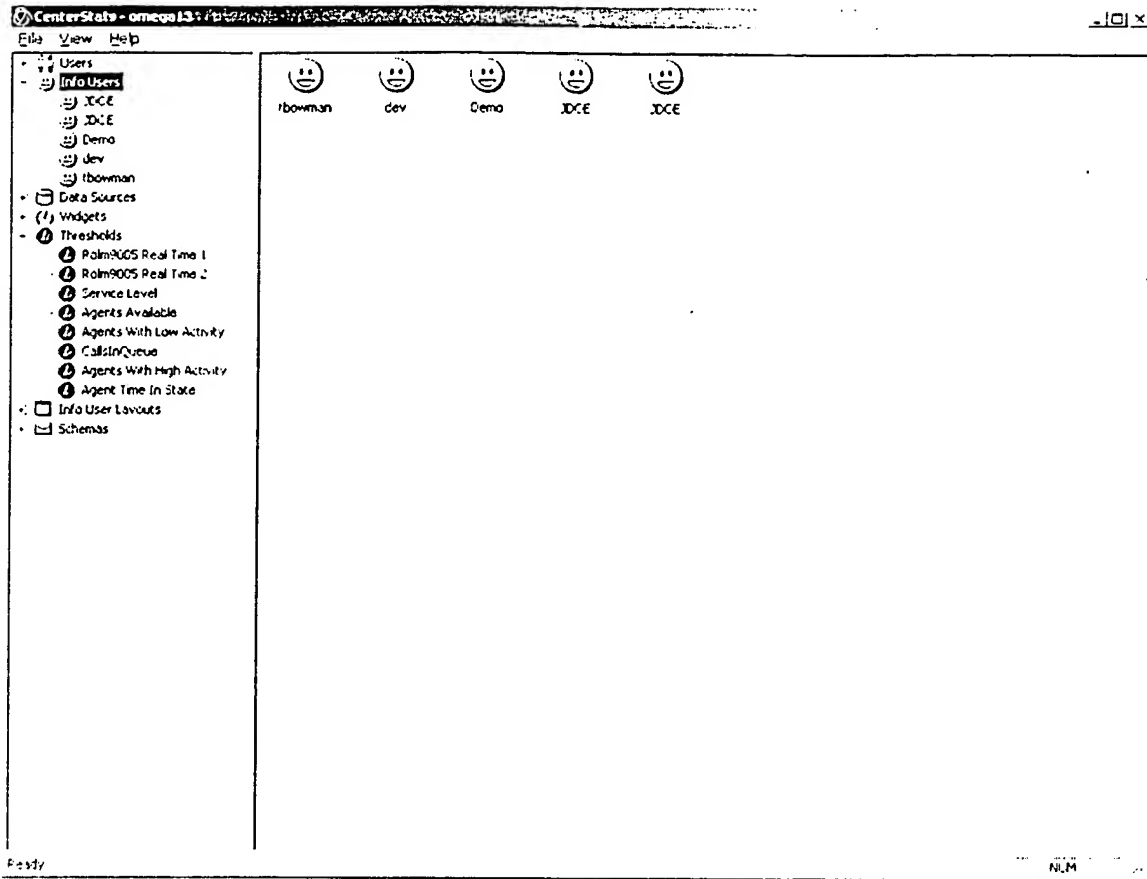
TimeInState
▼ != ▼
7

Remove
Update
Add

< Back
Finish
Cancel

FIGURE 17Q

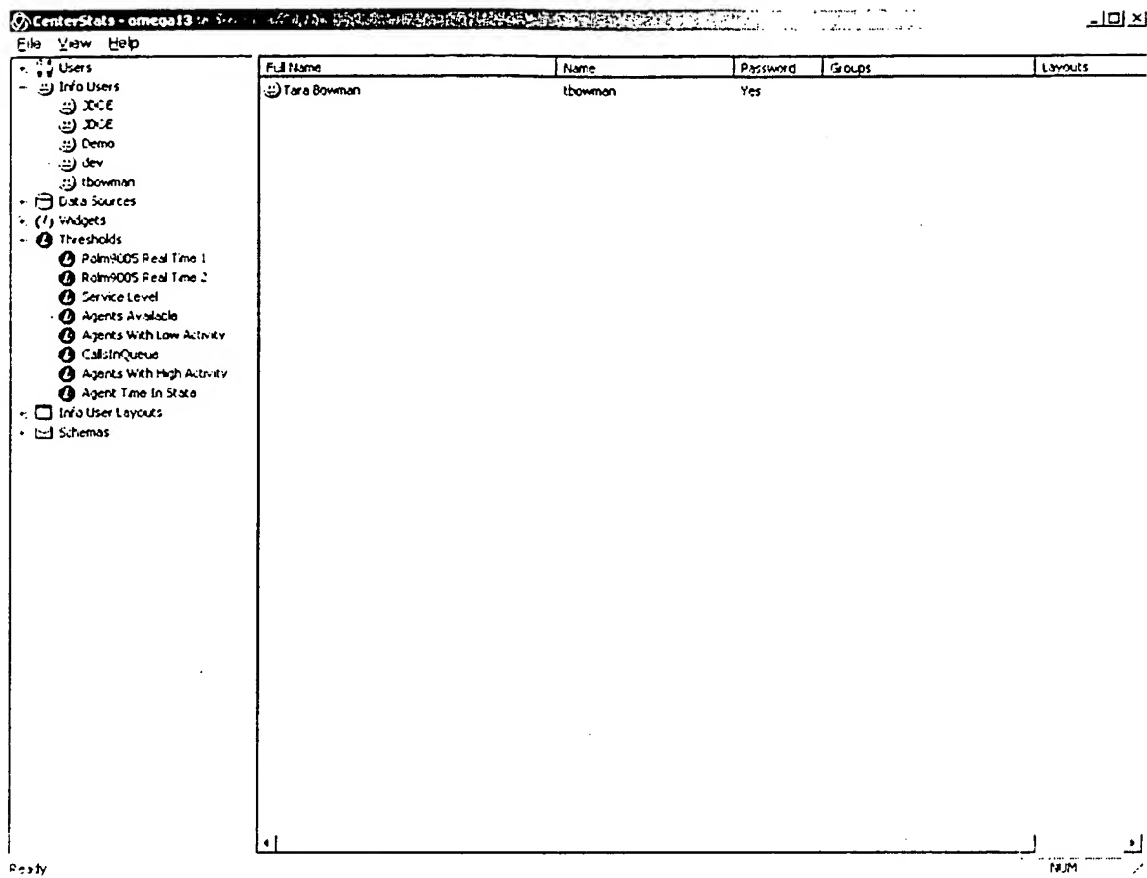
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FIGURE 17R

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FIGURE 17S

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Info User Dialog [X]

-Info User Settings -

Username

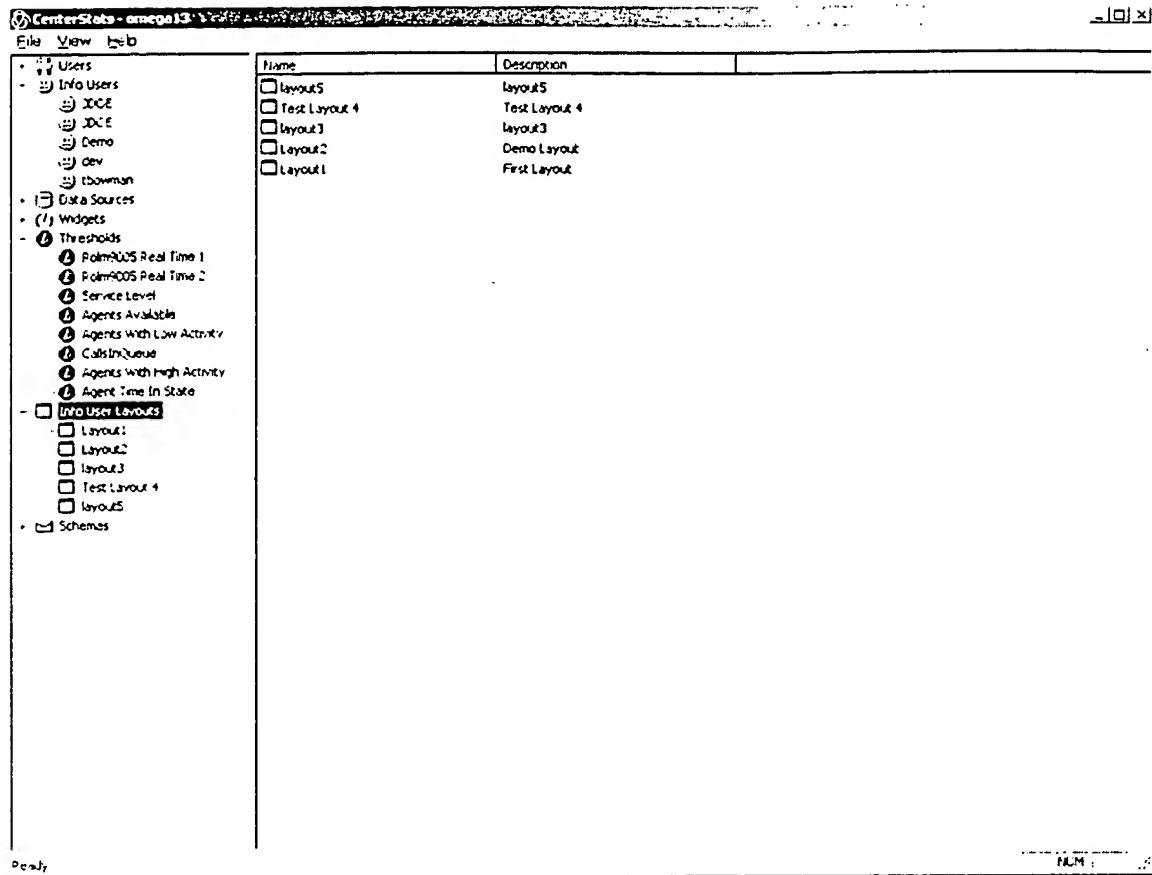
Full Name

Password

Repeat Password

FIGURE 17T

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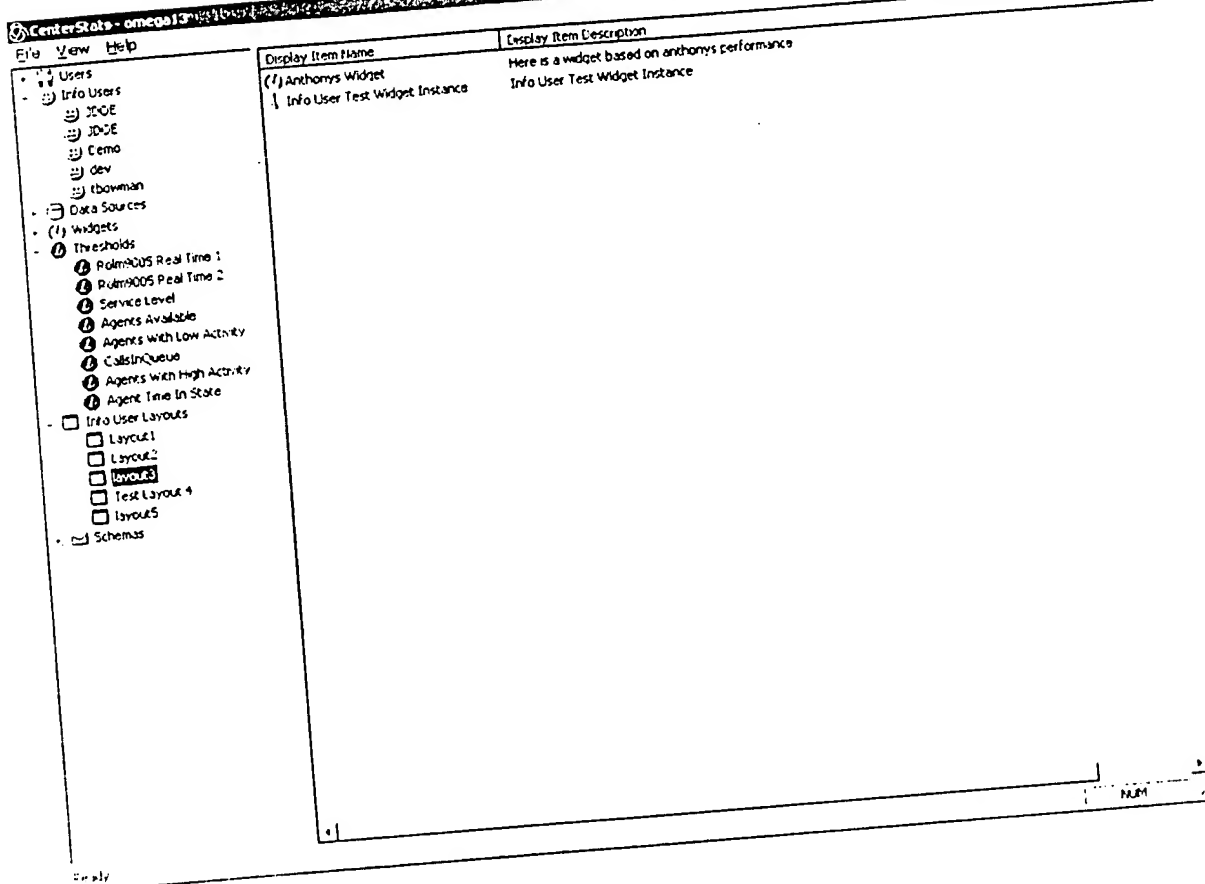


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FIGURE 17U

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100%



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FIGURE 17V

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Set Name and Description



Name and Description

Sets a name and a description for this layout.

Name should be kept unique to avoid confusion when selecting layouts.

Name

Test Layout 4

Description

Test Layout 4

< Back

Next >

Cancel

Help

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FIGURE 17W

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Select Display Items [X]

Display Items Selection
This page allows selection of display items that will go in the layout and any restrictions on that instance for this layout.

Unselected

Info User Test Widget Inst...	Agent Info	Status Summary	Test chart	Agent Info 2	

Add Selected Del

testwidget1 Anthony's Widget

< Back Next > Cancel Help

FIGURE 17X

98/105

Display Item Properties

Display Items Properties

This page allows the editing of some properties for the display items in the current layout

Display Item

Current Display Item: Anthony's Widget

Left248Right193Minimum1241152

Top8Bottom479Maximum78

Current Item Type: Angular Gauge

Where Clause:

Labels:

Colors:

Intervals:

Fields

Colors

< Back

Next >

Cancel

Help

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FIGURE 17Y

99/105

Assign Users x

Users

Select Users that should have access to the current layout.
Add any restrictions for specific users and click Finish to save the current layout.

Check the users allowed this layout.

☐ tbowman

☒ dev

☒ Demo

☒ JDOE

☒ JDOE

< Back Finish Cancel Help

FIGURE 17Z

100/105

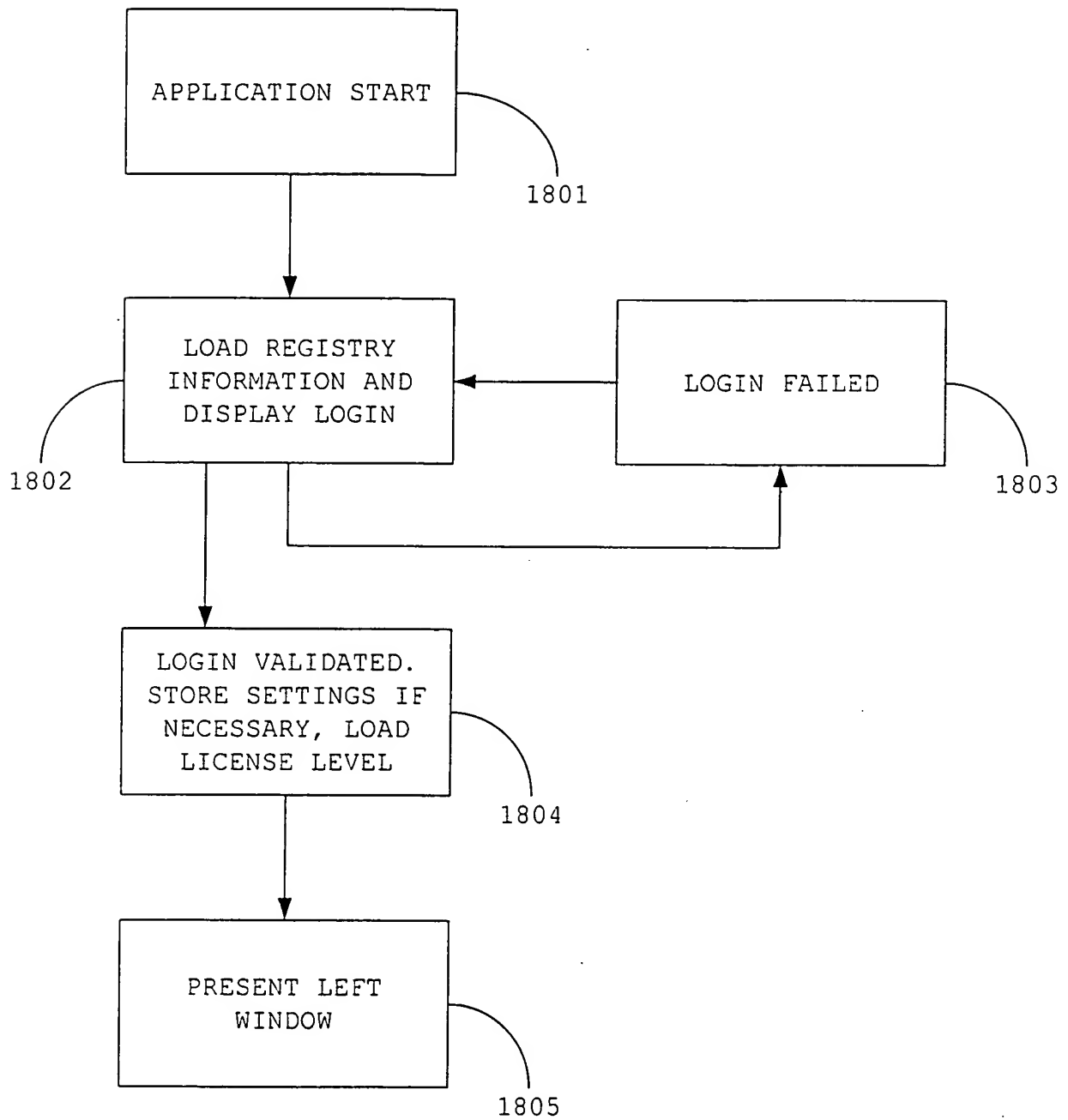


FIGURE 18A

101/105

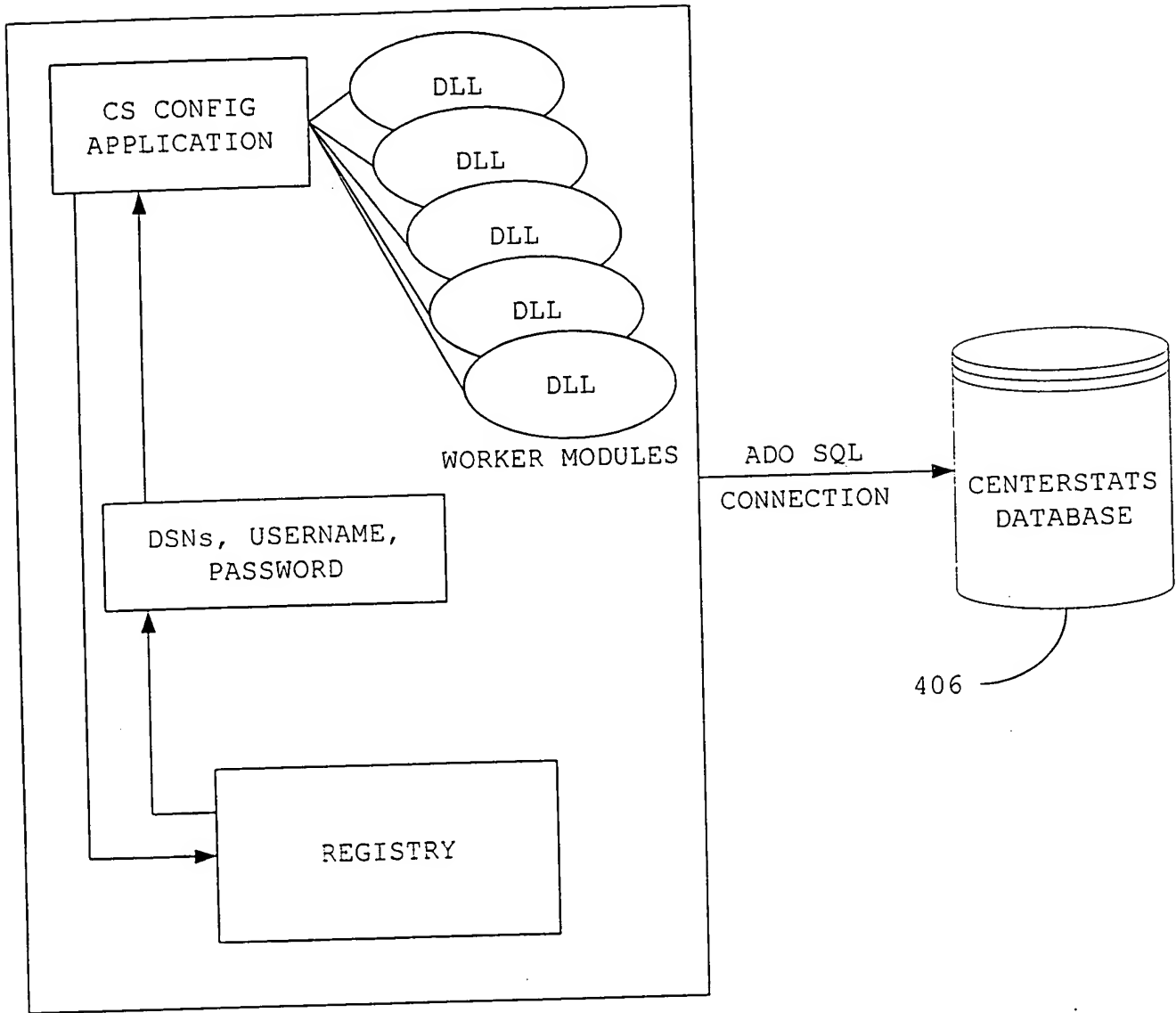


FIGURE 18B

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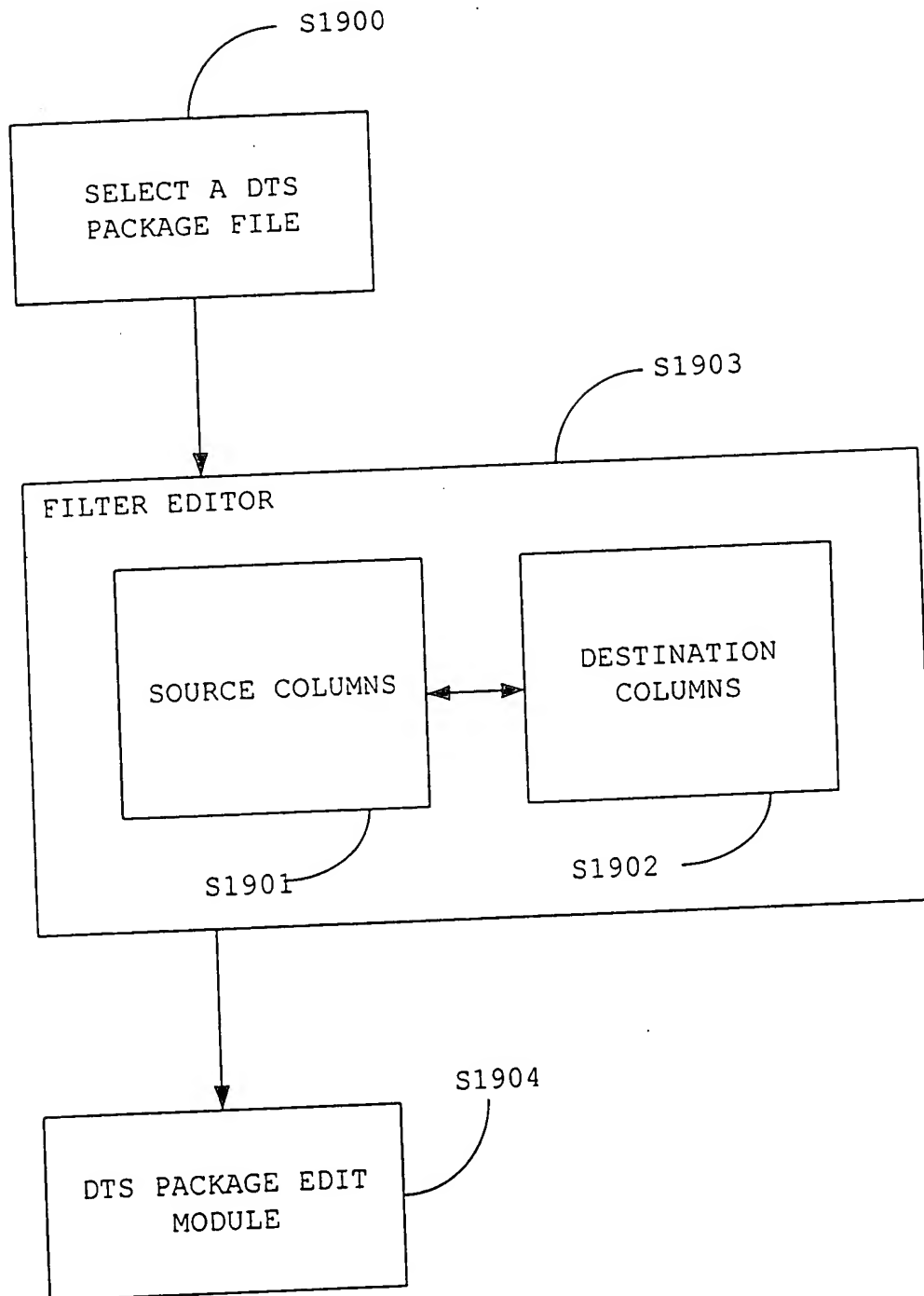
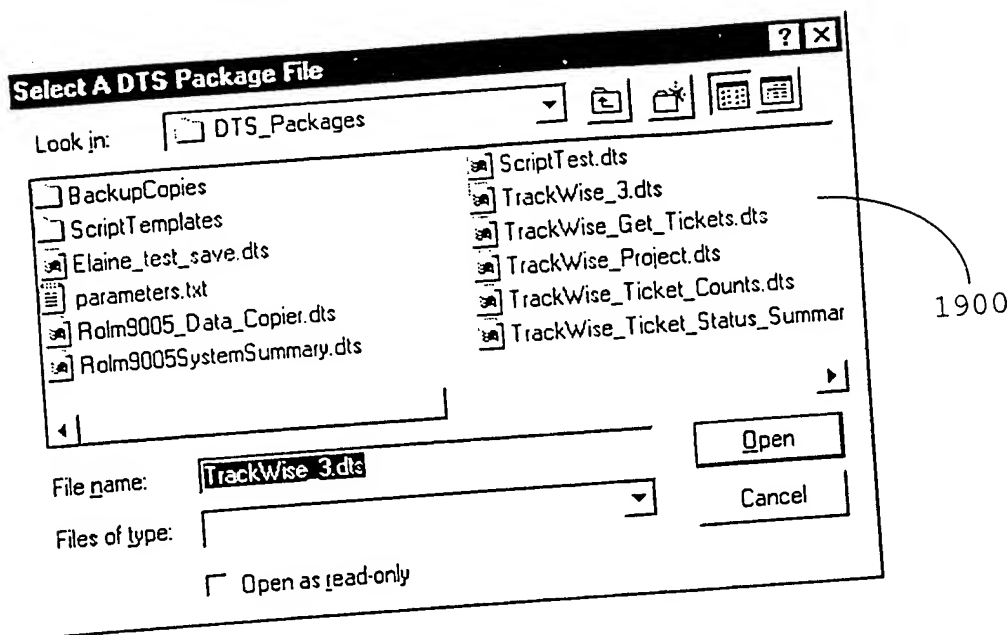


FIGURE 19

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FIGURE 19A

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1901

1902

Filter Editor

Source Columns	Destination Columns
id project_id date_opened	id project_id date_opened

OK

Cancel

Select statement to see what we already have in the destination table:

```
SELECT id, project_id, CONVERT(varchar(30), MAX(date_opened), 121) AS date_opened FROM [CenterStats_DTS_Test].[dbo].[tblTrackWiseTickets] GROUP BY id, project_id
```

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FIGURE 19B

105/105

Package: \CENTERSTATS\DTS_Packages\ScriptTest.dts

DTSTask_DTSDataPumpTask_1

Server: CENTERSTATS

Database: CenterStats_DTS_Test

Table: [CenterStats_DTS_Test].[dbo].[tblTrackWiseTickets]

Select Package

Create Script

Save Script

Exit

Please select the column that can be used to identify new records in the source database:

Template Visual Basic ActiveX Script For CenterStats

```
Function Main()  
Dim strSQL  
Dim strCutoffDate  
Dim cPackage  
Dim oTask  
Dim cn  
Dim rs  
Dim cmdText  
Dim strWhere  
Dim strKeyword  
Dim strCRLF  
  
strCRLF = Chr(10) & Chr(10)  
strWhere = ""  
  
Set cn = CreateObject("ADODB.Connection")  
Set rs = CreateObject("ADODB.Recordset")  
  
Connect to the "destination" database
```

1904

FIGURE 19C